

UD-32



Amana[®]

**SERVICE UPDATE
SECOND HALF—2007**

KitchenAid[®]



Home Appliances

Prepared by: WHIRLPOOL CONSUMER CARE

PART NO. 8178687

FORWARD

The following service update information is provided to make you more knowledgeable about Whirlpool, Roper, KitchenAid, Maytag, Jenn-Air and Amana major appliances.

Service update information is designed for the experienced service specialist. It keeps you advised of the most recent improvements and product changes, and allows you to service these products more efficiently.

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COOKING

PRODUCT INTRODUCTIONS

KitchenAid Ultima Built-In Steam Assist Ovens

KEBU107SSS (Single)

KEBU208SSS (Double)

KEHU309SSS (Combination)



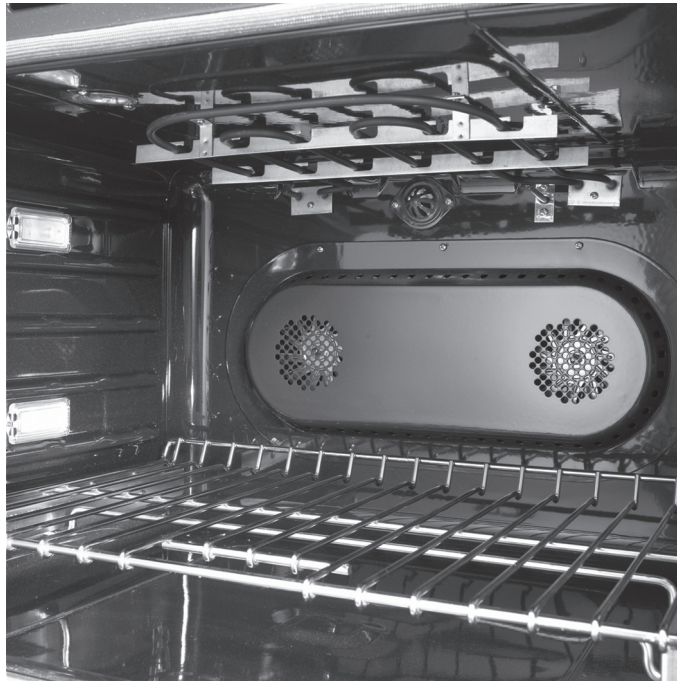
DESIGN FEATURES

Colors: Stainless Steel only

Dual Fan Convection Steam Oven

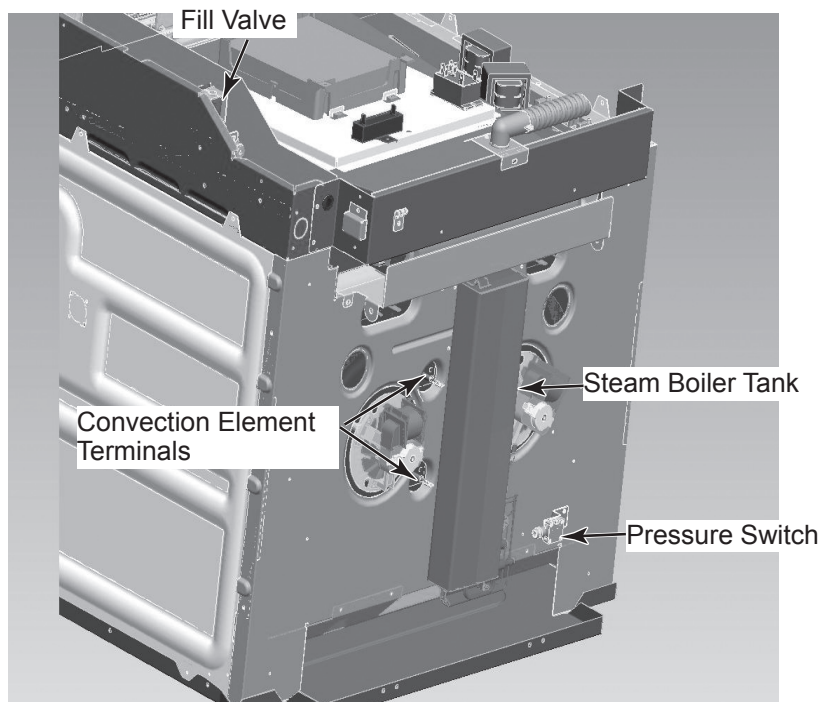
Note: The Ultima oven is identical to the Superba ovens that were introduced in January, except for the addition of the Dual Fan convection and the STEAM function.

Dual Fan Convection



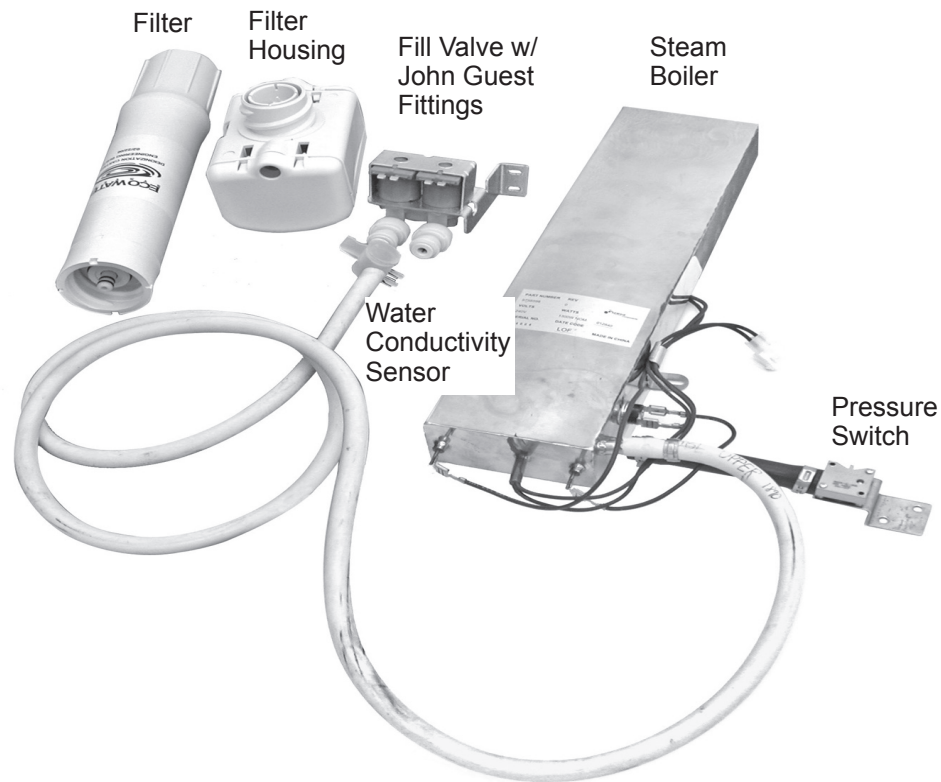
Dual Fan convection for superior air circulation in the oven. 2600 watt convection element.

Steam Cooking



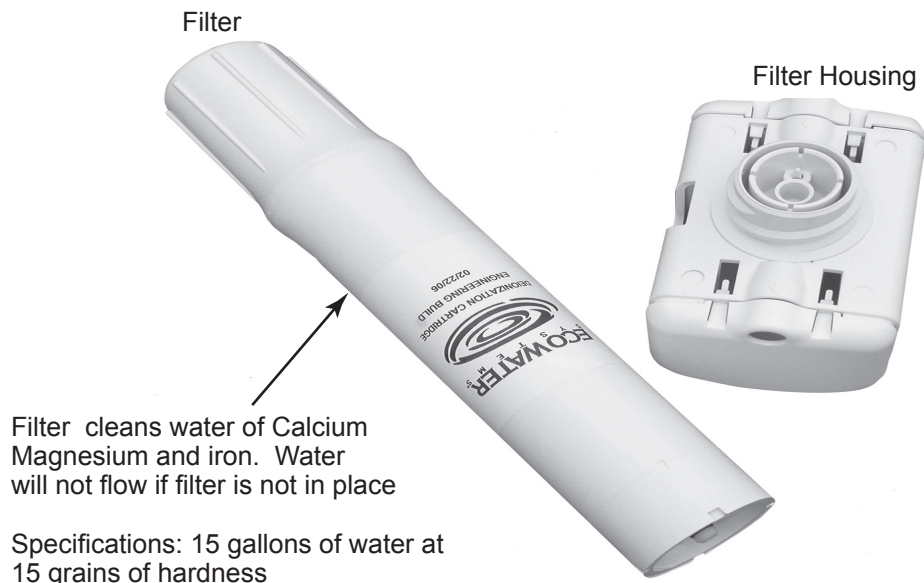
Back view of oven with Fill Valve shown in upper left hand corner. Boiler tank shown in place and water pressure switch shadowed in on right side of boiler tank. Dual fans from the back view.

Complete System



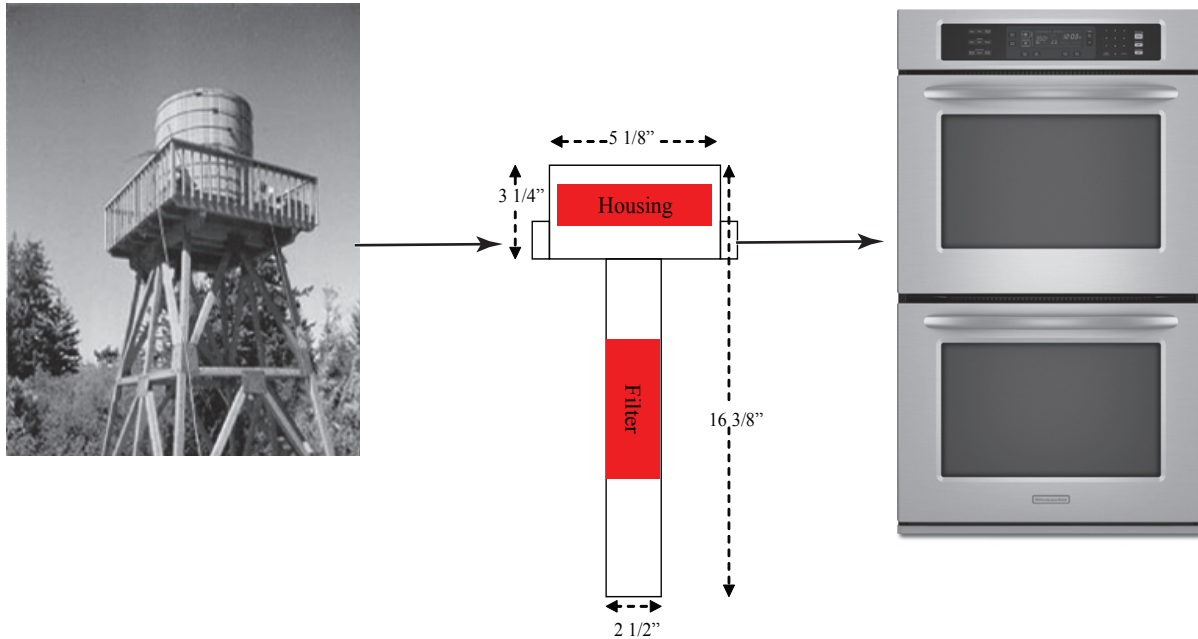
Complete steam system from filter to pressure switch. Water Conductivity sensor in place at Fill valve. Mounting brackets also shown.

Water Filter



Filter is designed to remove calcium, magnesium and iron from the water and prevent scale build-up in the boiler tank. Filter life is based on water quality.

Water Filtration Assembly for Steam –Assist BI Ovens

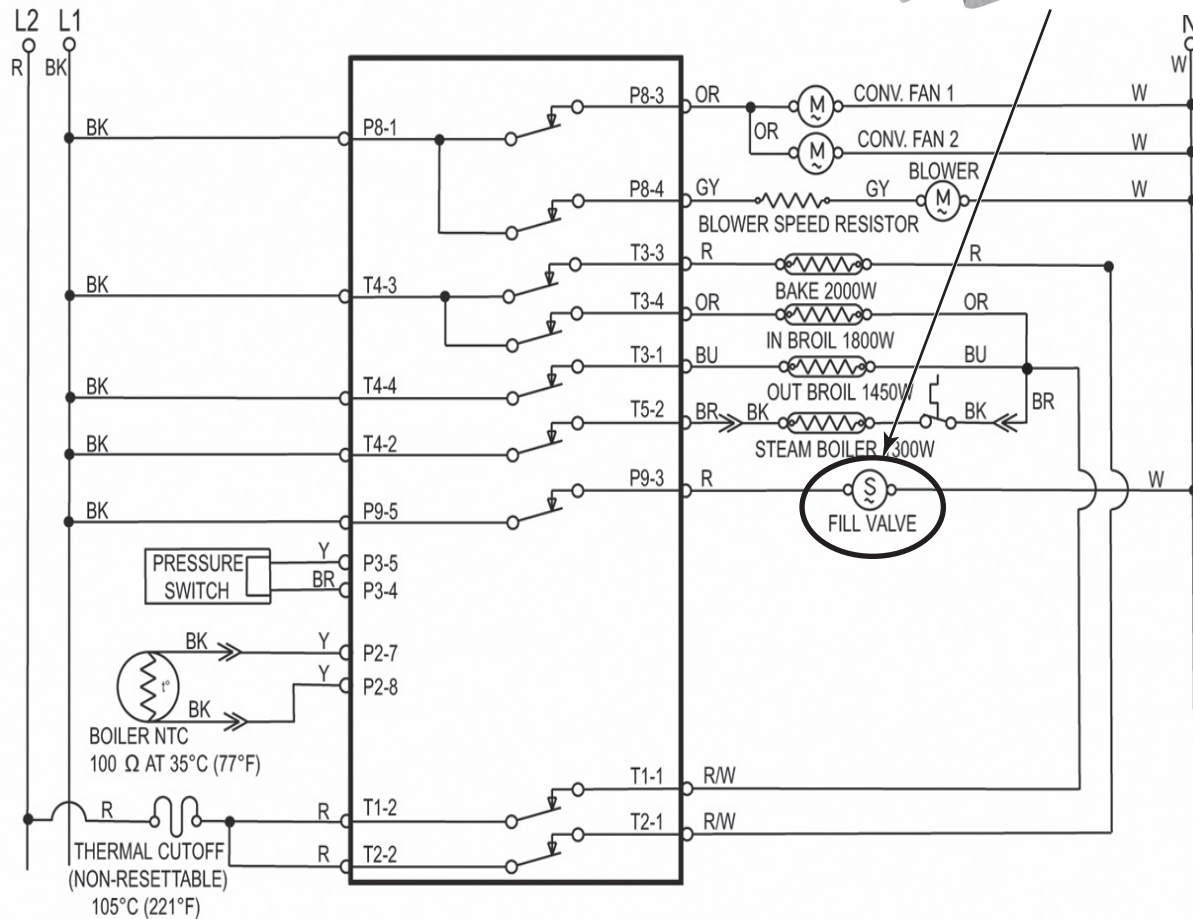
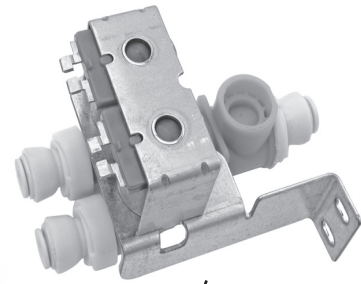


The filtration system is required to use the steam functions on the oven. It needs to be installed adjacent to the oven in an accessible location since the filter will need to be changed occasionally. Locating the filter underneath the sink will be a good option provided a 1/4" copper water line can be run to the oven. The filter should be installed in an upright position as shown above.

The filter is a twist and turn filter like our refrigeration filters, however, it is not interchangeable with our refrigeration filters since we remove different particulate from the water. The oven display will indicate when it is time to change the filter. Replacement filters will be available through our accessories group. Information for ordering new filters will be available on the oven display, in the Use and Care guide and on the filter and filter housing.

1/4" copper pipe is required (not just "recommended").

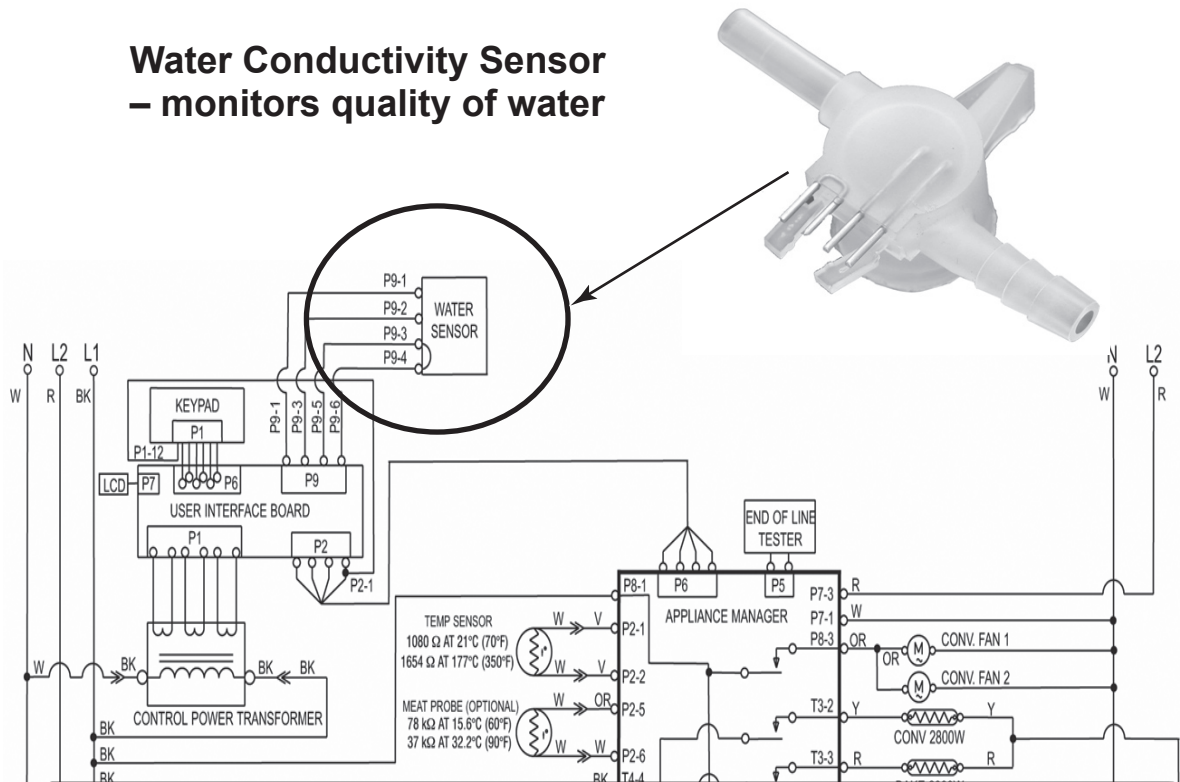
Fill Valve w/John Guest fittings



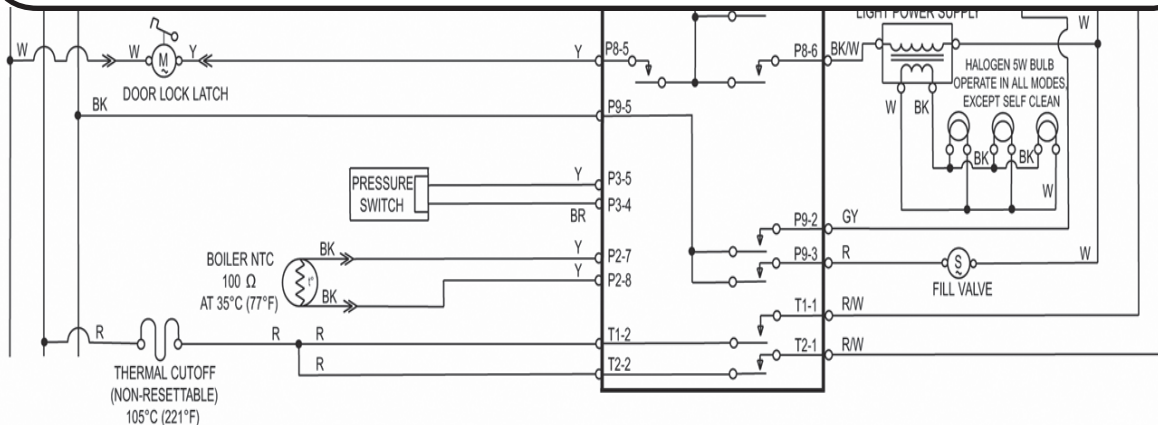
Fill Valve shown in wiring diagram. Fill Valve is normally closed. Regulates flow of water into steam boiler. 4 ml/second water flow.

Water Conductivity Sensor

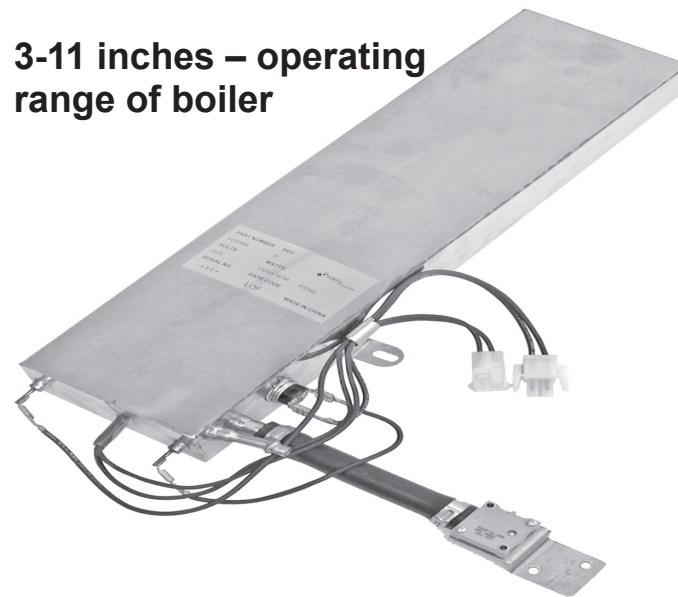
Water Conductivity Sensor
– monitors quality of water



Water conductivity sensor has 4 probes. 2 create a loop so that the control knows the connection is made. 2 go in the water to sense the water quality.



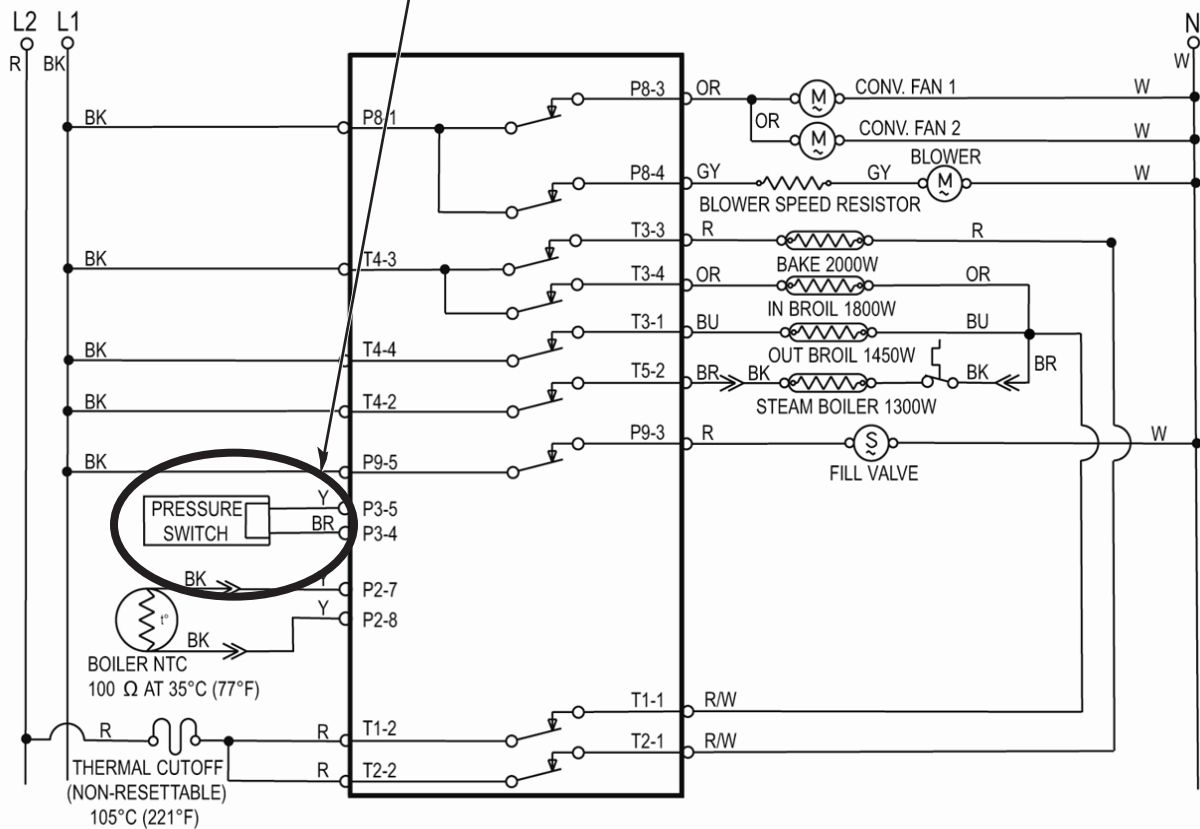
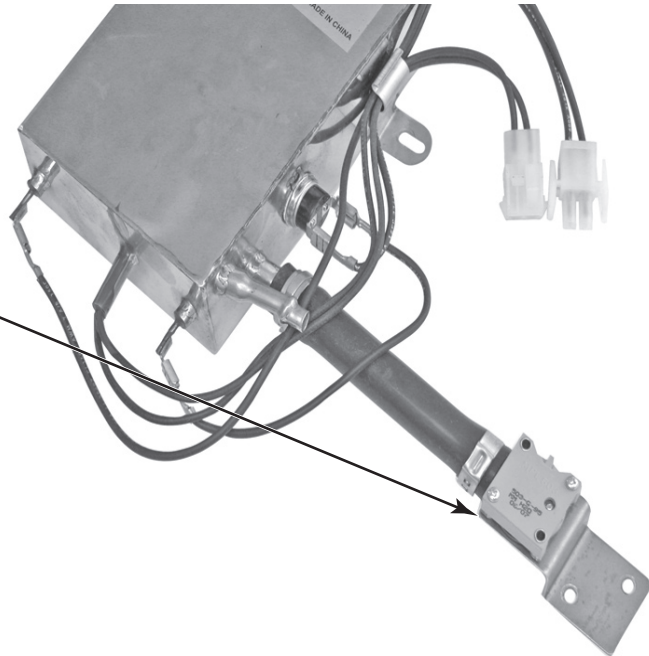
Boiler Assembly with Pressure Switch



Boiler Assembly is same as Dual Fuel range boiler. Operating range of boiler is 3-11 inches.

Boiler Components

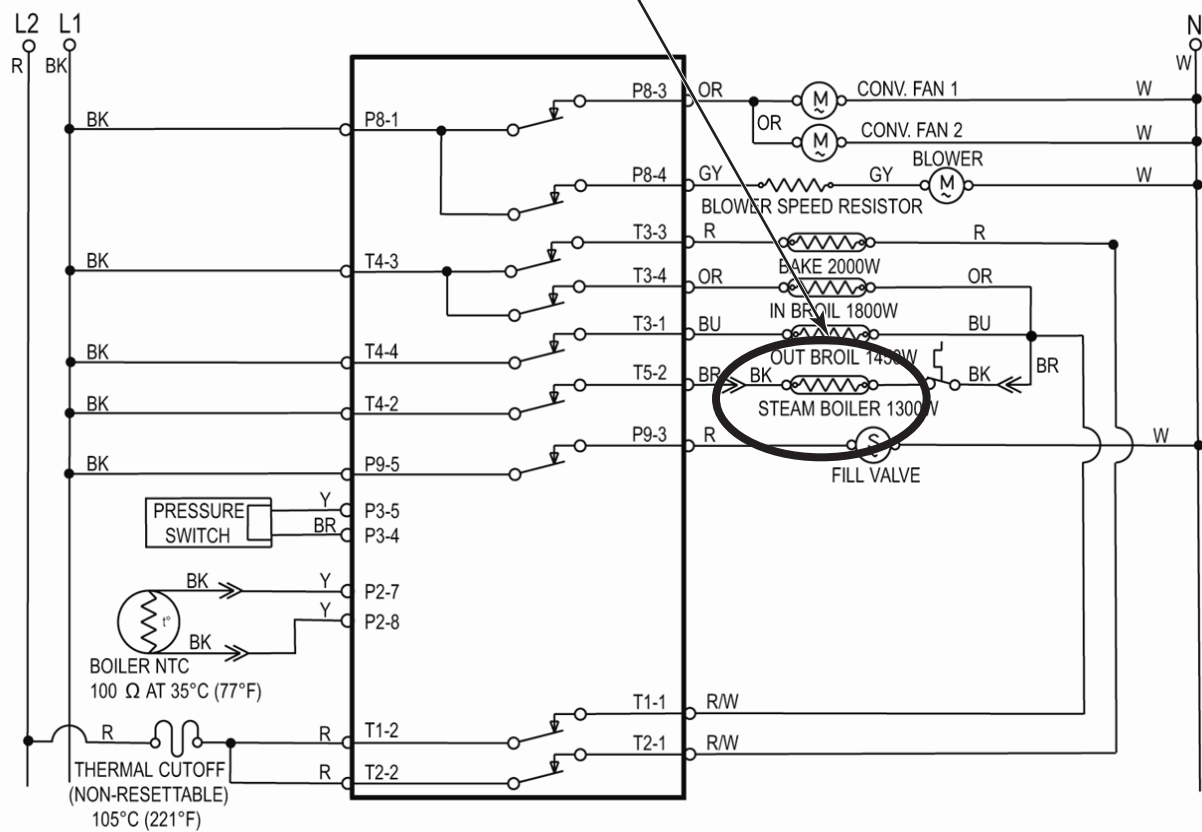
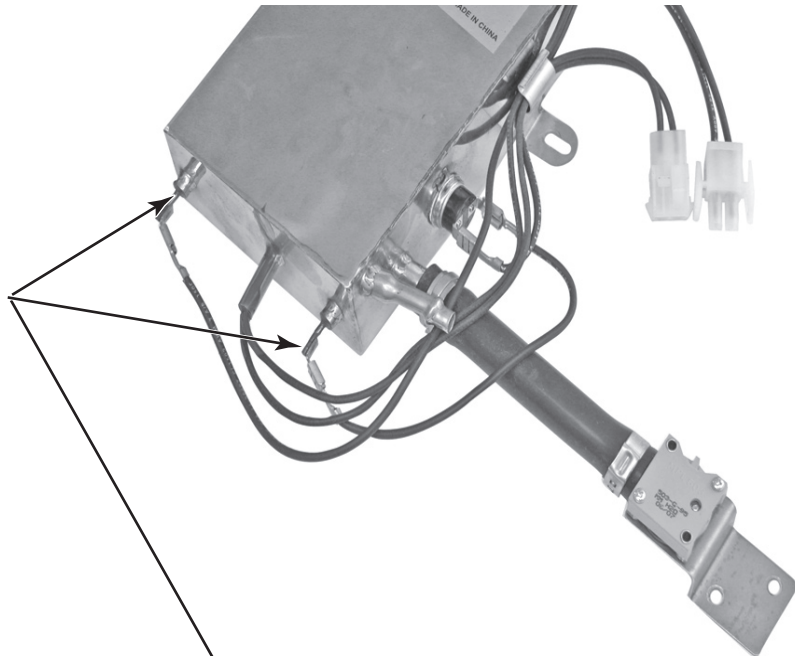
Pressure Switch N.O. –
closes to open Fill Valve Relay



Normally Open pressure switch shown in the wiring diagram. Pressure switch closes when enough water is in the boiler and shuts down the fill valve relay.

Boiler Components

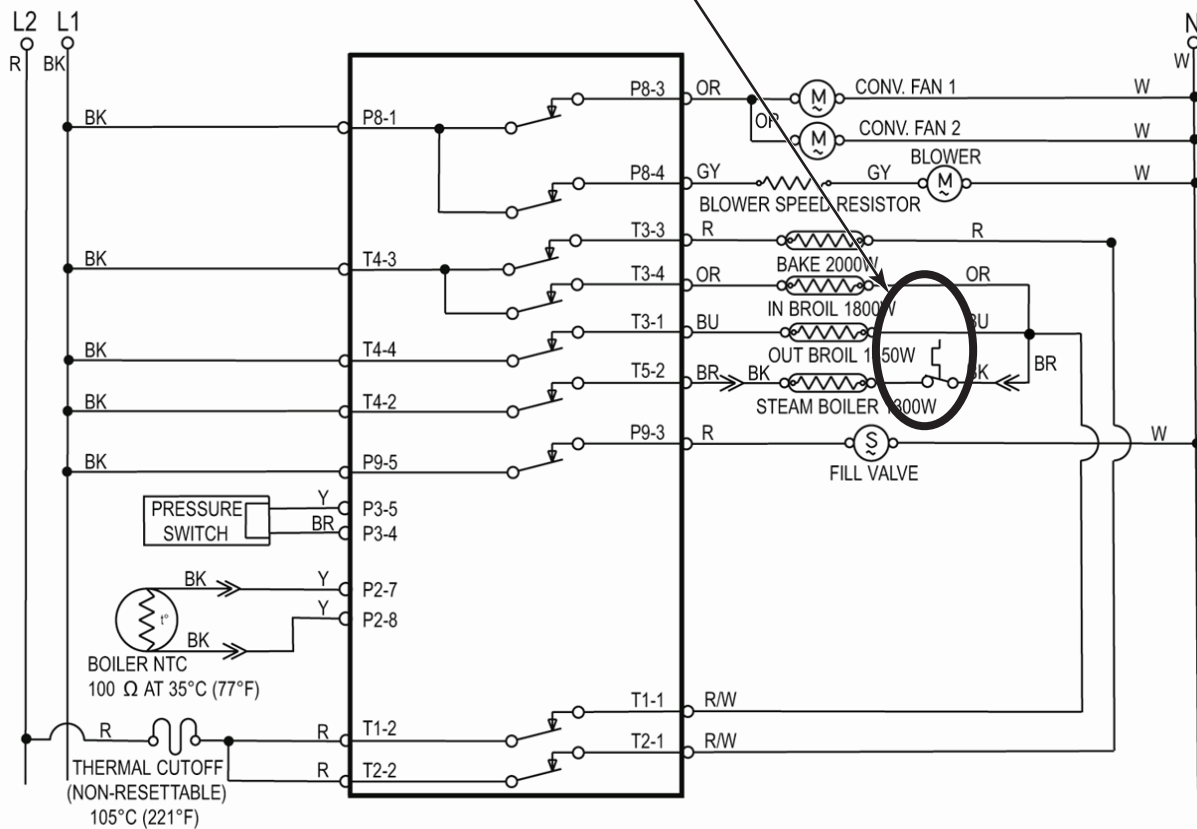
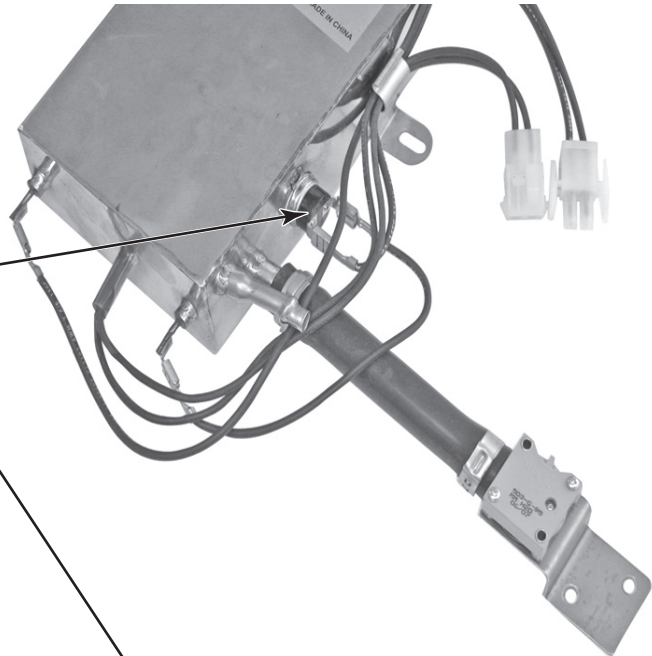
Steam Boiler Element
1300 watt



The 1300 watt Steam boiler element is encased in the Boiler Tank and is serviced with the boiler tank. It heats water to 212°

Boiler Components

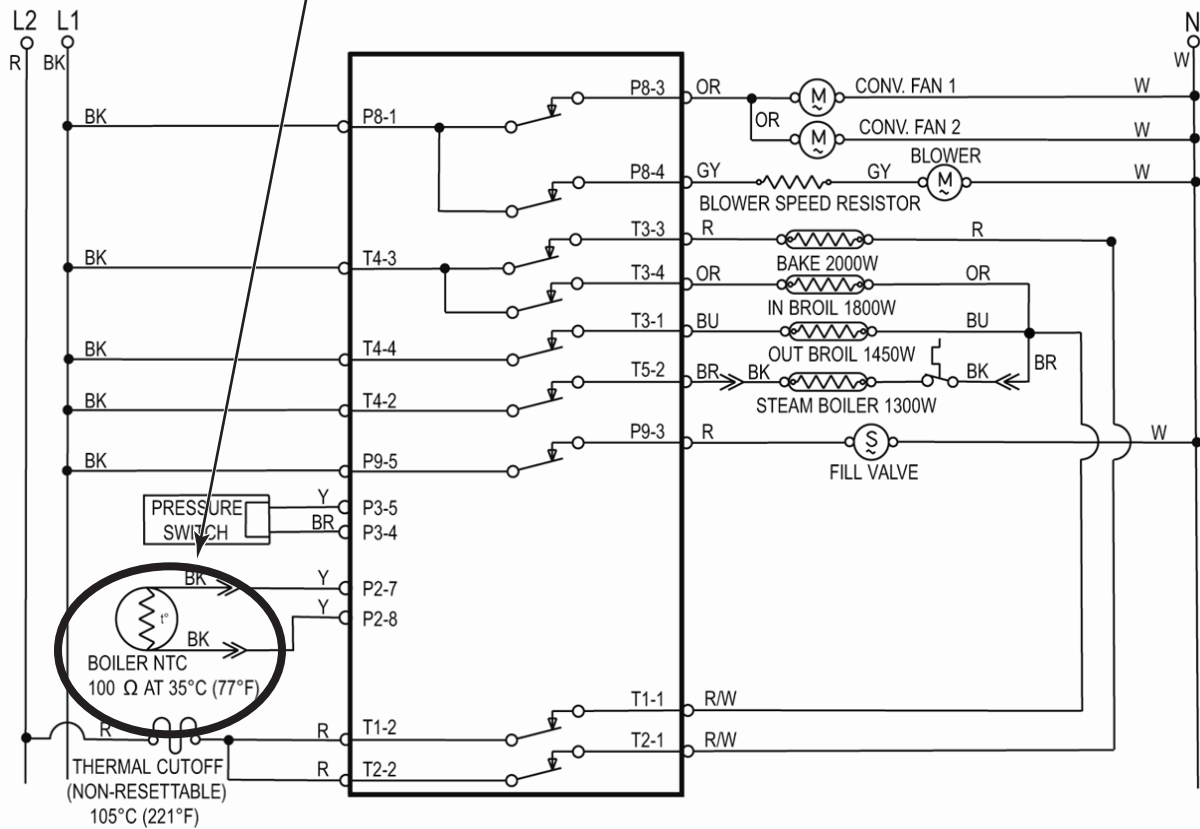
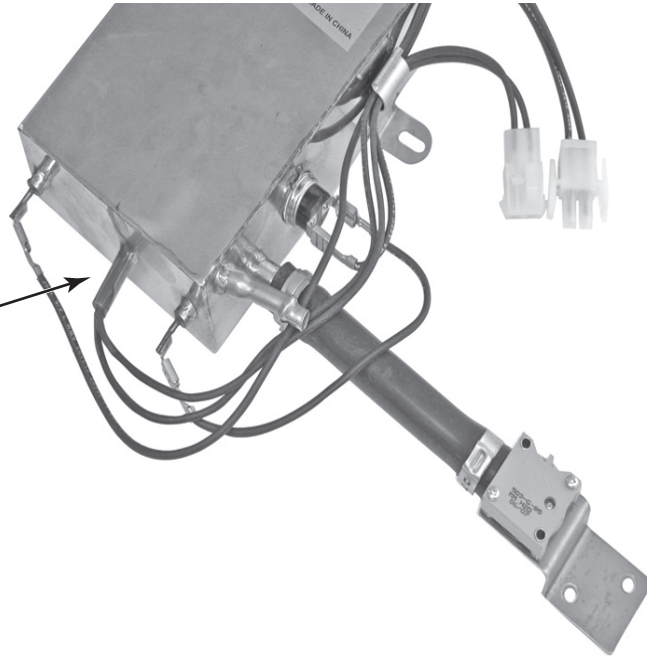
N.C. Thermal Cutout –
shuts down Steam Boiler
Opens @220°F
Closes @200°F



The Normally Closed Thermal Cutout, which is mounted to the side of the boiler tank, opens at 220°F and closes at 200°F to maintain steam temperatures.

Boiler Components

Boiler Thermistor –
@ 240° shuts down the
Steam Boiler
100 ohms @ 77° F



At 240° the Boiler thermistor, which is encased in the boiler tank, opens and shuts down the steam boiler relay. It also communicates error codes if temperatures exceed limits.

KitchenAid Outdoor Cooking



Manufactured by Nexgrill Industries

The new line of outdoor cooking products will be manufactured by Nexgrill Industries. New features will incorporate double Halogen Lighting, Warming Drawer, a new ignition system, and a Sear Burner.

2007 KitchenAid Outdoor Entertainment

"U" Ultima Performance Level Grills



36" Built In Grill
KBNU367TSS
KBSU367TSS



48" Built In Grill
KBNU487TSS
KBSU487TSS



36" Freestanding Grill
KFRU368TSS



48" Freestanding Grill
KFRU488TSS

"S" Superb Performance Level Grills



27" Built In Grill
KBNS271TSS
KBSS271TSS



36" Built In Grill
KBNS361TSS
KBSS361TSS



27" Freestanding Grill
KFRS271TSS



36" Freestanding Grill
KFRS361TSS



36" Freestanding Grill
KFRS365TSS

Side Burners



Front to Back
KBZU122TSS



Side by Side
KBZU242TSS



Infrared Sear
KBEU121TSS

Warming Drawer



Warming Drawer
KEWS145SPA & Part
W10133235

Refreshment & Serving Carts



Freestanding
Refreshment Center
KFFU271TSS



Built In
Refreshment Center
KBFU271TSS



Serving Cart
KFBU271TSS

Refrigeration



Refrigerator
KORU06RSSS



Ice Maker
KUIC15NNTSS

Access, Utility & Trash



Access Doors
27" KBAU272TSS
30" KBAU302TSS
36" KBAU362TSS
48" KBAU482TSS



Trash Drawer
KBTU141TSS



Utility Drawers
KBUU142TSS

****Also available individual sinks
and faucets.**

These Outdoor Entertainment products are serviced with a one year parts and labor warranty.

PRODUCT UPDATES

Electric Freestanding and Slide-In Ranges

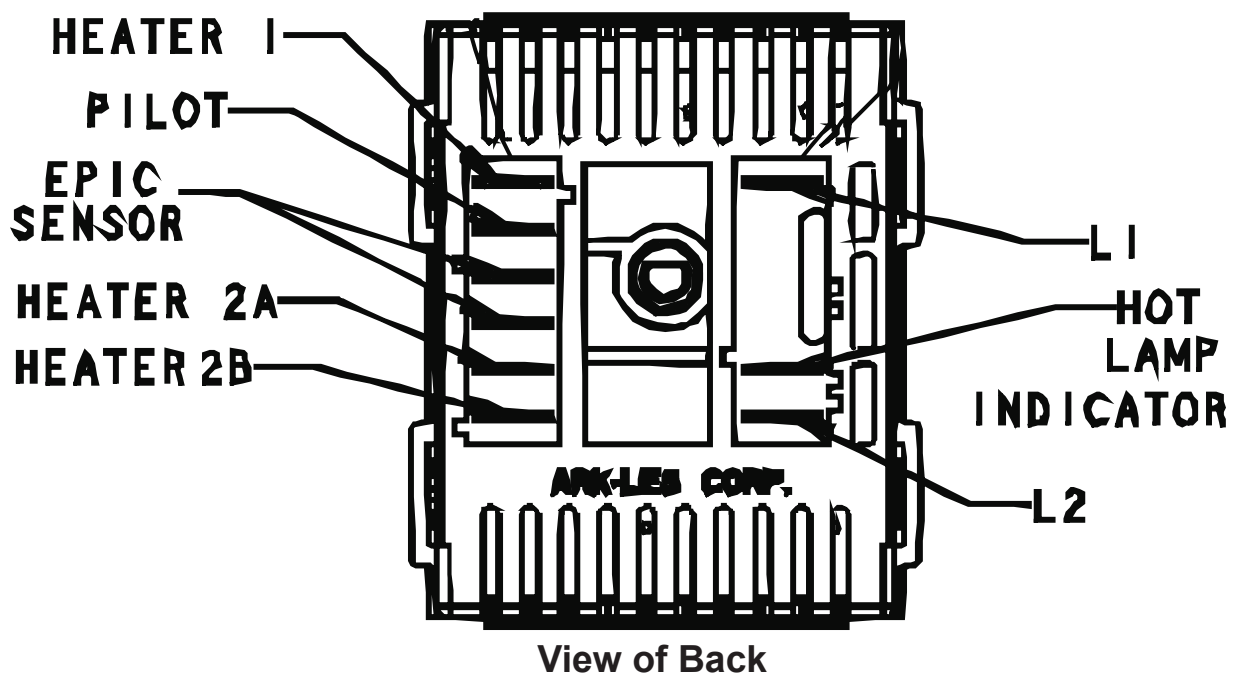
For any Freestanding and Slide-in electric range that is rated less than 16.5K watts on 240 Volt circuit, a 40 amp cord and 40 amp circuit is acceptable. This is based on a demand factor that takes into account that not all of the rating is on at the same time, “because it is unlikely that all appliances will be utilized simultaneously or that all cooking units and the oven of a range will be at the maximum heat for any length of time.” (NEC 1996)

Therefore, all branded Freestanding and Slide-in models in the lineup can be used on a 40 amp circuit and with a 40 amp approved power cord. A 50 amp cord is also acceptable on a 40 amp service.

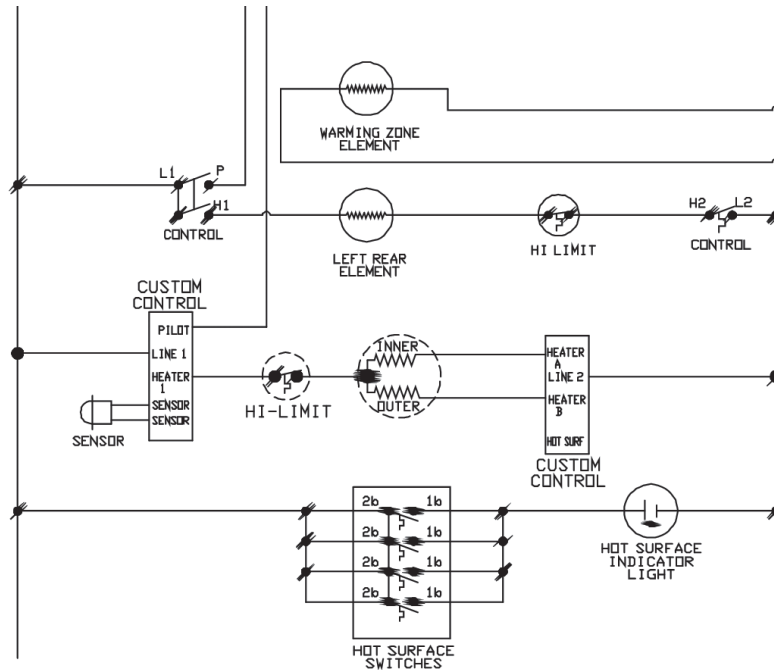
The Whirlpool website and literature are in the process of being updated to reflect this information.

Jenn Air Cooking Custom Control

- Used on Jenn Air Free Standing & Slide In Ranges and Cooktops
- Provides Thermostatic Control of Element



Schematic



Schematic showing wiring of control.

Custom Control Temperature Chart

POS.	ANGLE	SINGLE ELEMENT TEMP. SETTING $\pm 10^{\circ}\text{C}$
H	30	520
1	60	480
2	90	435
3	120	390
4	150	345
5	180	300
6	210	255
7	240	210
8	270	165
9	300	120
L	330	75

LAUNDRY

PRODUCT INTRODUCTIONS

Whirlpool Laundry

A Steam washer and matching dryer will be introduced in October 2007. The washer has a steam generator that is used to help raise the water temperature inside the basket. This washer and dryer pair will also introduce two new colors, New Aspen which will be indicated by the letter A in the model number and Tuscan Chestnut which will be indicated by the letter C in the model number.

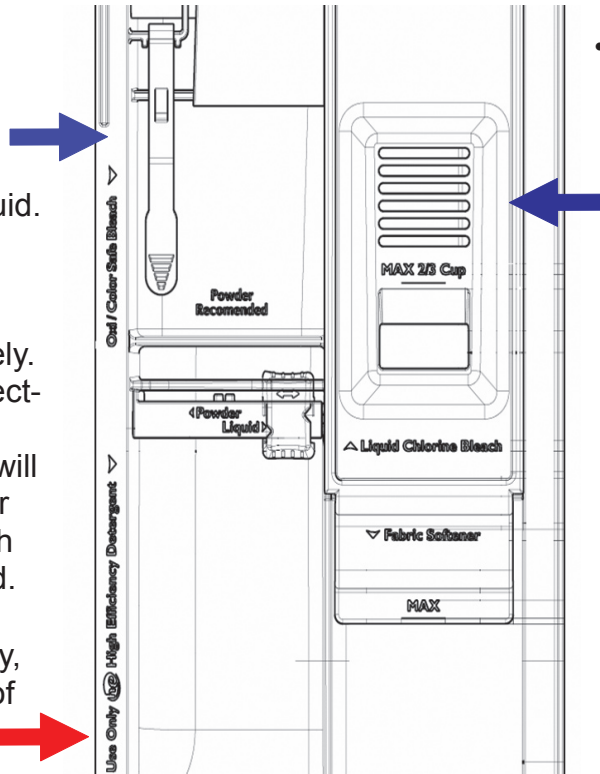


WFW9500T, WFW9600T

OXI BLEACH DISPENSER

Dispenser Modification

- Oxi/Color Safe-Bleach.
- Powder recommended, but customer can use liquid.
- Timed function is only for powder. Liquid will enter washer immediately.
- When Option Selected Oxi/Color Safe Bleach Chamber will be dispensed after 40% of Main Wash cycle is completed.
- HE Detergent Only, to support levels of sudsing.



- In order to avoid Service Calls Oxi/Color Safe Bleach will be rinsed out in the first rinse as well as the Chlorine Bleach compartment.

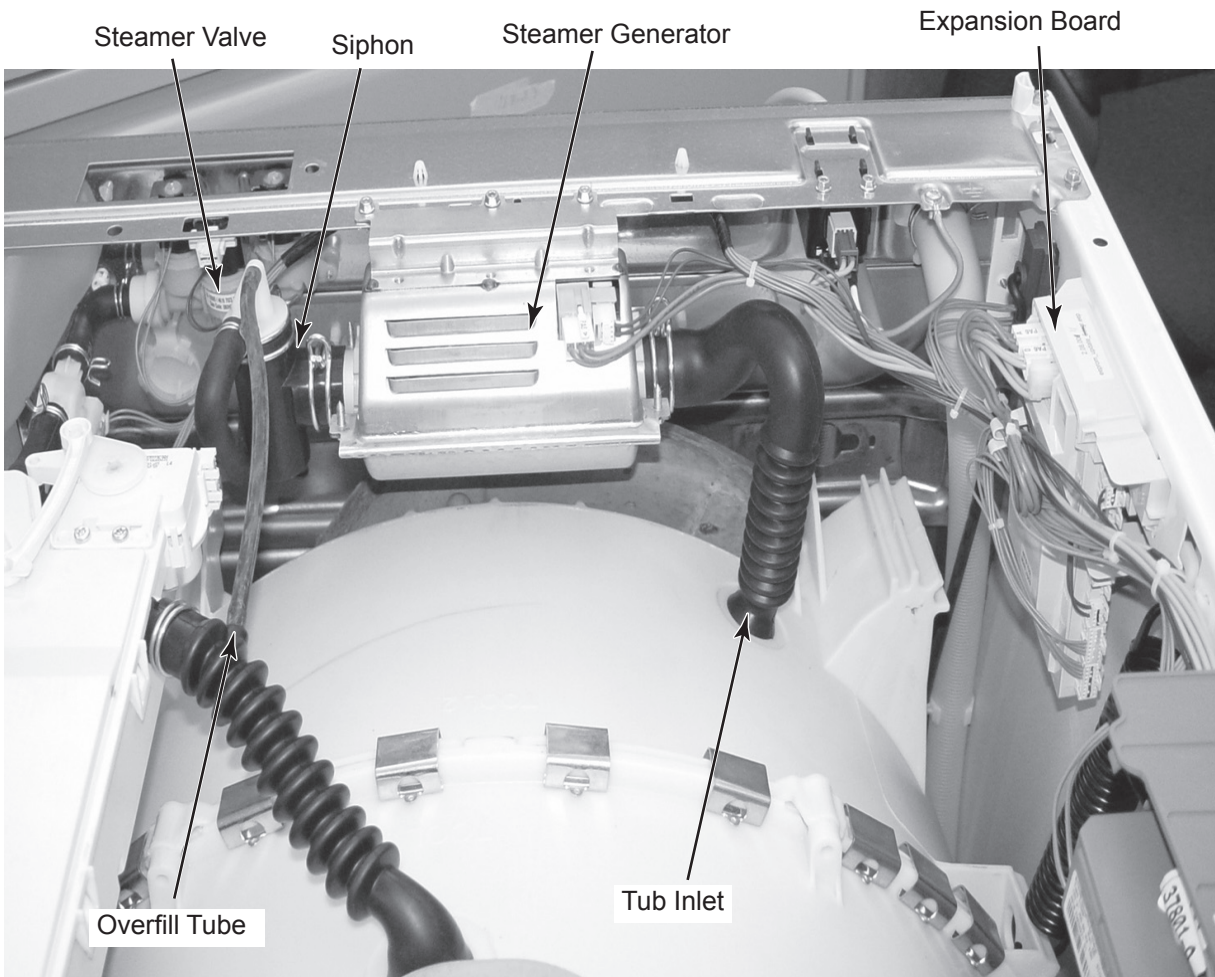
STEAM USAGE

Implementation of Steam System:

On the Whitest Whites, Normal or Heavy Duty cycles, and when Sanitize is selected, the sump heater is first energized. The Steam Generator is activated for approximately 6 – 10 minutes to raise the temperature to the final 153°F or the final 36°F / 2°C.

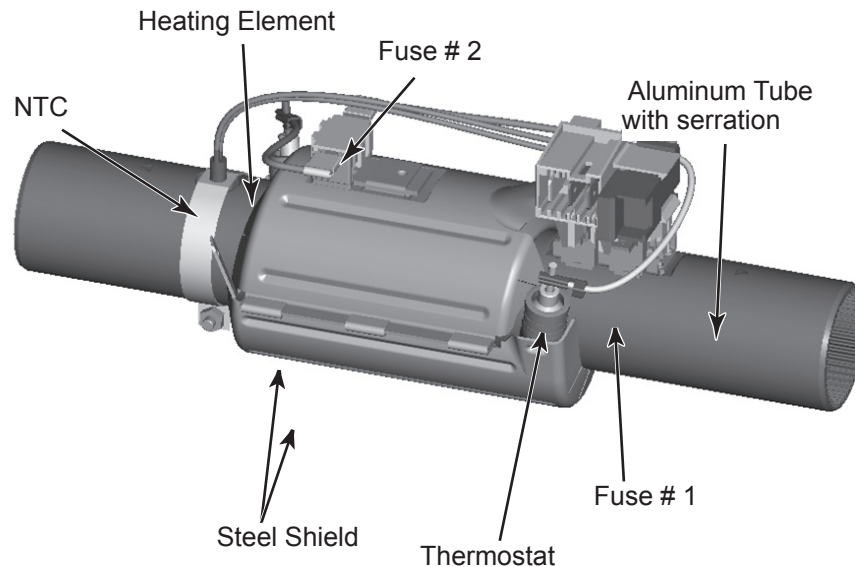
The Steam Generator is also activated when the Deep Clean Option is selected with Sanitize and in the Clean Washer cycle.

STEAM SYSTEM



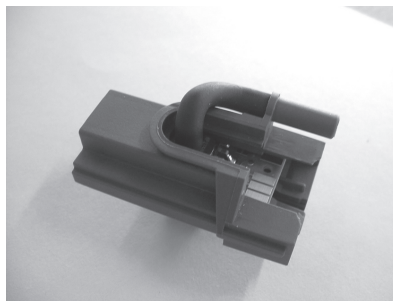
The steamer valve is a three coil inlet valve that brings in cold water to the siphon. The siphon will either direct water to the Steam Generator or the overfill tube. When the water in the Generator has been sufficiently heated and turned to steam, it travels into an inverted “J” tube and into the tub. An Expansion Board monitors the operation of the Generator.

STEAM SYSTEM



The generator has an NTC and a thermostat to monitor temperatures and two safety fuses. The customer cannot see steam being produced in the washer. There is a key dance, press Start and Deep Clean at the same time, that will check the operation and will display “Yes” if the steamer status is OK or “No” if the steamer has failed. If the steam generator fails, the steamer will be switched off after 20 attempts by the expansion board. The steam phase will be skipped from the cycle. An error code will be displayed in Service Diagnostics and the steamer status will be reset during the diagnostic routine. If the Steam Generator is defective and needs to be replaced, a Diagnostic Cycle MUST be run to allow the expansion board to use the new generator.

Analog Pressure Sensor



New filling algorithm to optimize water usage over complete load range.

- Better control of water consumption/energy usage.
- Takes spin dynamics into consideration for better drain control.
- Better Suds Detection

The analog sensor performs a similar function to the previously used mechanical pressure switch, but does so more with more accuracy.

LAUNDRY

PRODUCT INTRODUCTIONS

Whirlpool Laundry

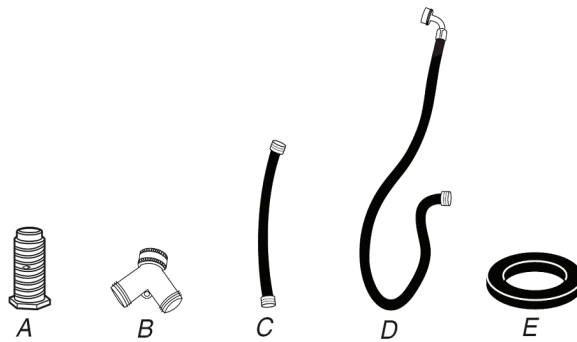
The Duet Steam Dryer is scheduled for launch in October 2007 and gives the customer a solution to removing odors and wrinkles from clothing that were left in the dryer too long or just require refreshing.



WED9600T, WGD9600T

Installation

The Steam dryer is installed with the following components and ties the dryer to the washing machine's cold water supply.



- A. Leveling legs (4)
- B. "Y" connector
- C. Short inlet hose
- D. Inlet hose with right-angle connector
- E. Rubber washer

New Components

A water inlet valve is located at the rear of the dryer and is used to bring in water.

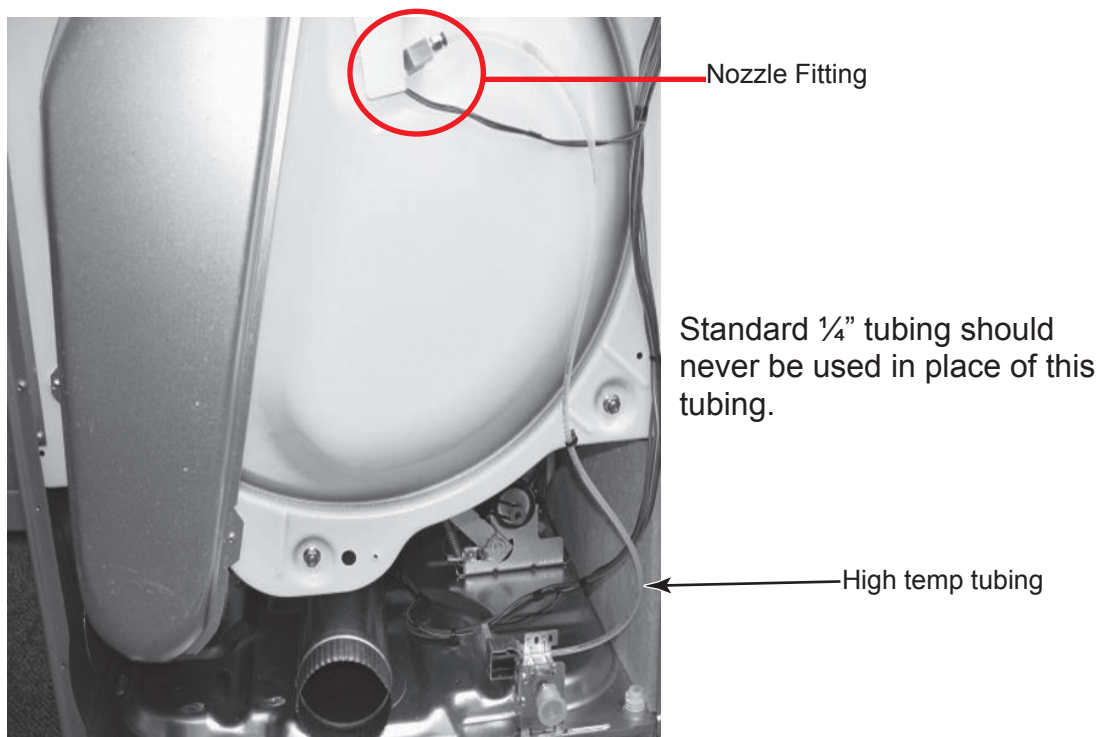


Inlet Valve

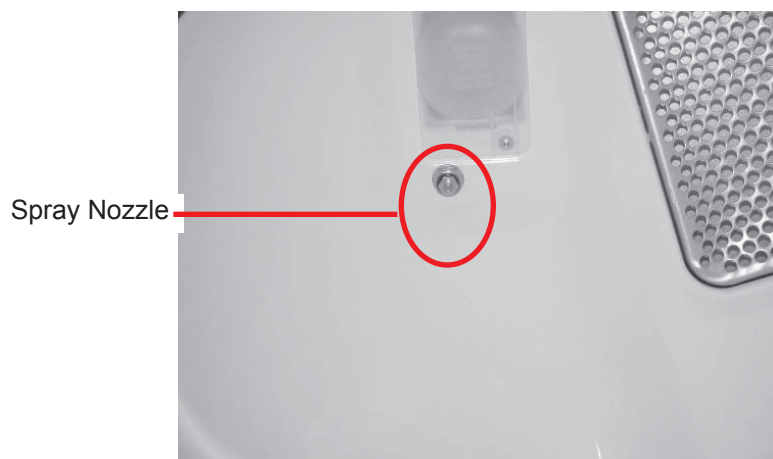
A relay on the electronic control energizes the inlet valve.

New Components

High temp nylon tubing* attaches the inlet valve to the nozzle fitting at the rear of the bulkhead.



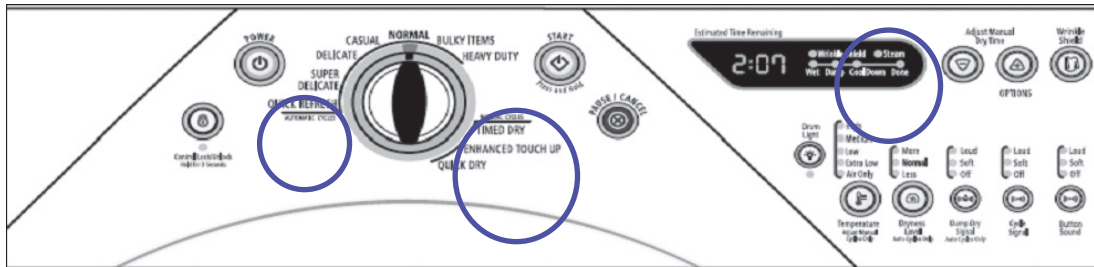
A spray nozzle inside the dryer atomizes the incoming water and sprays a mist onto the clothing.



Steam Cycles

The Steam cycles include

“Quick Refresh” and “Enhanced Touch Up”



A small amount of water is sprayed into the dryer after several minutes of tumbling with heat.

The STEAM status light will come on while the water is sprayed into the drum.

Quick Refresh – 15 minute cycle (Fixed time and Temperature)

- Medium High heat for 4 min., 1 min. of spray, (with Medium High heat), 4 more min. of Medium High heat, 5 min. of Medium heat and 1 min. of cool-down.

Enhanced Touch-Up – 20 minute cycle, (User selectable time and temperature)

- Medium High heat for 5 minutes, 1 minute of water spray (w/ Medium High heat), 8 more minutes of Medium High heat, 5 minutes of Medium heat, and one minute of cool down.

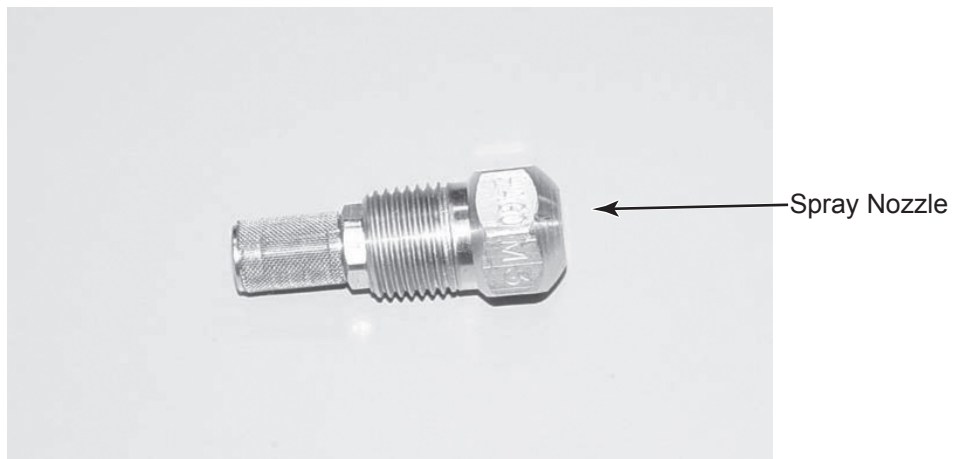
- Minimum selectable dry time is 15 minutes, maximum selectable dry time is 40 minutes. Temperature can be changed to Medium High or High heat.

Component Access

The inlet valve is attached to the dryer floor and to the nylon tubing with a push connect fitting.

The nozzle fitting is held in place by a nut on the inside of the dryer bulkhead. There is a nylon washer under the fitting nut. Care should be taken not to lose this washer when removing the nut.

The water nozzle can be removed with a 7/16" socket without removing the nozzle fitting.

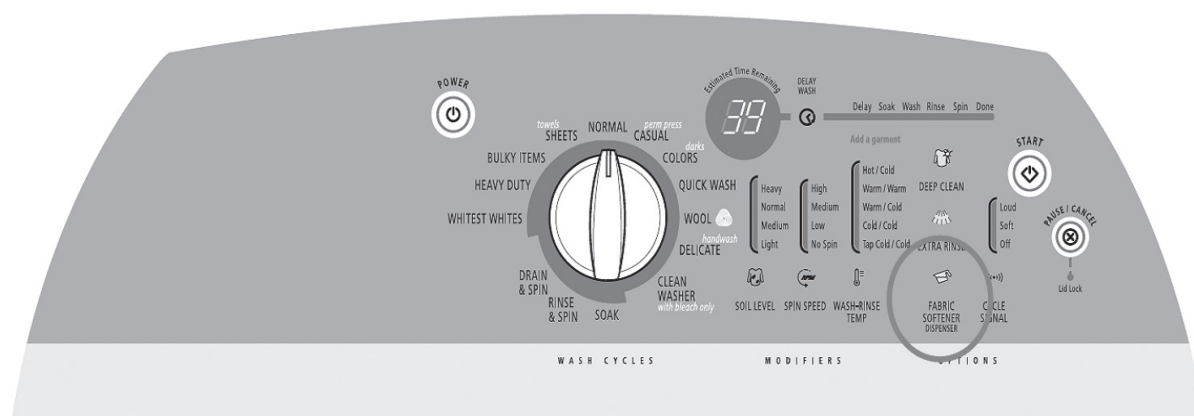


PRODUCT UPDATES

FABRIC CARE

CABRIO WASHER

The **WTW6700T** Cabrio washer is scheduled to launch in late September, '07. It will feature a Spin/Spray rinse as an alternative to the traditional Auto Fill. The Spin/Spray will be used on the Normal and Heavy Duty cycles. The Spin/Spray cycle reduces water consumption. The customer can choose an Extra Rinse to get the Auto Fill if needed. If the customer uses Fabric Softener, they must select the Fabric Softener Option on the console. This will also force an Auto Fill and must be used whenever Fabric Softener is used to prevent streaking or spotting from the Fabric Softener.

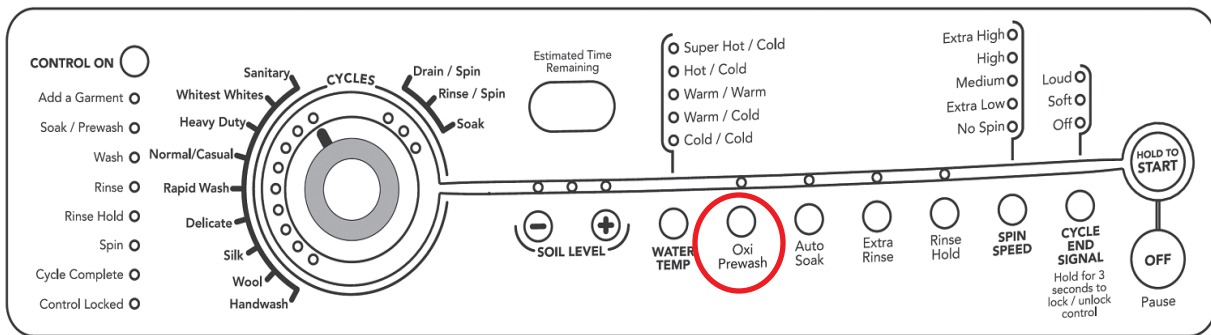


MAYTAG EPIC WITH OXI/PREWASH OPTION

MFW9800T (August Launch)

The Oxi/PreWash option automatically time releases OxiClean® detergent and other oxygenated pre-treatment additives into the pre-wash cycle, evenly and thoroughly saturating clothes. The system works by breaking down and removing tough stains and soils, for superior stain fighting performance.

MAYTAG EPIC WITH OXI/PREWASH OPTION

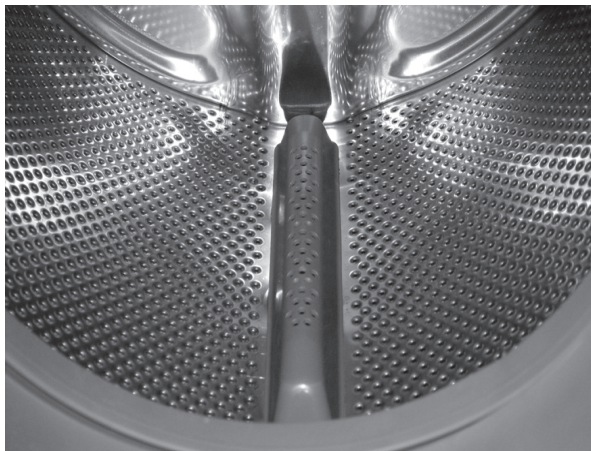


- **MF9800T**
- The Oxi/PreWash option will add approximately 15 minutes to the main wash cycle.
- The Oxi/Prewash and Auto Soak options cannot be selected in the same cycle.

MAYTAG EPIC Z

MHWZ400T and MHWZ600T (October Launch)

- Exclusive Rainfall Clean Wash System
- Baffles designed to pick up water and shower the load through 138 holes.



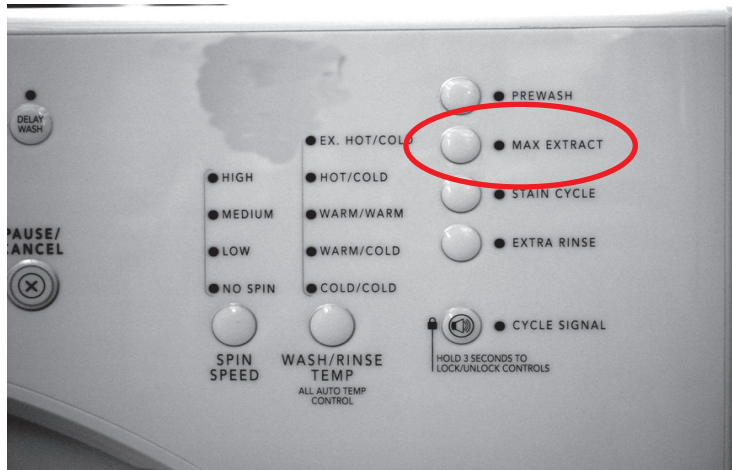
The baffles fill with water when they are in the down position of the basket rotation and shower the load when they move to the top of the rotation.

MAYTAG EPIC Z

MHWZ400T and MHWZ600T

MaxExtract Option

During last 30 seconds of cycle, the spin speed increases 100 rpm for maximum water extraction.

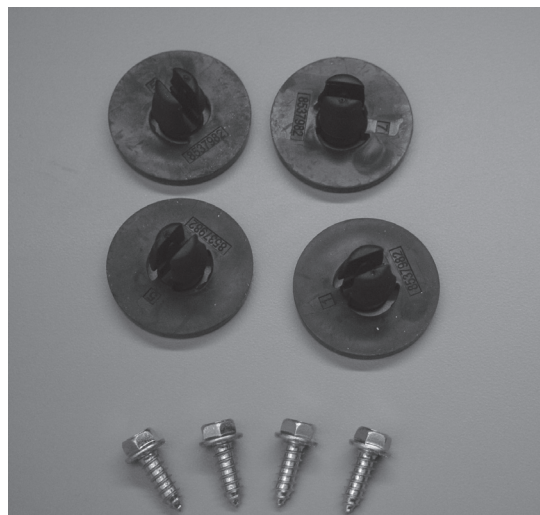


The MaxExtract option uses the Whirlpool spin profile during normal operation, up to 1100 rpm and the Kenmore profile, up to 1200 rpm when selected.

PEDESTAL

WHP1000 and WHP1500

- Kit #W10123043
- Contains (4) round corner pads and screws to secure them.



PRODUCT UPDATES

Dishwasher/Compactor

JENN-AIR / MAYTAG DISHWASHERS

- Will have a Steam Clean Option.
- Can be used with China/Crystal, Normal, Auto and Heavy cycles.
- The Steam Clean Option will raise the final rinse temperature to 154°F.

JENN-AIR DISHWASHER



Models: JDB1095 and JDB1105

MAYTAG DISHWASHER



Model: MDB8951B

JENN-AIR DISHWASHER

- This system fully drains the water and utilizes the residual moisture to form a cloud of water vapor.
-
- The Steam Clean option will add 24 minutes to the cycle.
-
- The heater cycle is:

ON	OFF	ON	OFF
3:00	1:00	3:00	17:00
-
- Silent pause for 24 minutes.

Dishwasher Clean Light

Dishwasher "Clean" Light Blinks 7 Times

Service pointer K8178496

The electronic control looks for a temp. rise of 2° - 4° F.

If no temp rise, the control assumes a heater fault and blinks the clean LED 7x.

Check the heater circuit, water fill, wash pump operation, and neutral side door switch.

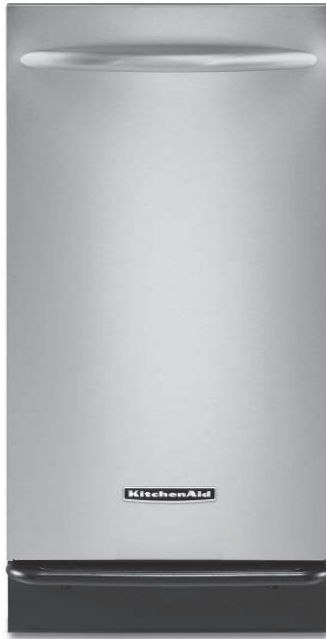
Run a Diagnostic Cycle to reset the control.

REPLACING THE CONTROL WILL NOT RESOLVE THE CONDITION.

All Electronic Controls

S.O.P. – Standard Operating Procedure Whenever an electronic control is suspected to be the cause of a product failure: before replacing the control, disconnect and then reconnect all of the wiring harness connectors to ensure proper electrical contact.

KITCHENAID COMPACTOR



- FID Compactor Drawer Start Switch, bending or activated inadvertently.
- Factory had been using #6 screws to secure switch and actuator.
- Better retention with #8 screws.
- Adding bumpers prevents over-closing of drawer.
- See Parts page 31.

Foot Pedal binding

1a. The foot pedal will bind between the slide track support (container bottom where the foot pedal screws are installed). This will cause the foot pedal to bind (stick). The solution is to pull the slide track away from the pedal with a screw driver or tool that can fit between the track and pedal. This should ensure that binding is not caused by the shoulder screws (780263) after bending the container bottom.

1b. The foot pedal can be bowed causing the shoulder screws (780263) that retain the pedal to bind. A modified screw (780263) with a longer shoulder will be available in July.

1c. The foot pedal screws (780263) can be loose or binding against the container. Tighten screws properly.

2. Actuator 9871976 falling off/loose

2a. Screws (246131) #6-20 x .375 should be replaced by screws 3196175 (#8-18 x .375). Units built before March 2007 will have the #6 screw.

3. Actuator 9871976 causes start switch 9871984 to depress (switch closed). All the mentioned below can cause the ram to run off the power screws causing a loud clanging noise.

3a. There are three possible causes here. One, the foot pedal is sticking. Revert back to item 1.

3b. Two, the actuator is bent. The service tech should bend the actuator (over bending will crack the spring steel) to avoid depressing the start switch (9871984).

3c. The actuator does not normally depress the start switch during drawer closing, but can intermittently cause the unit to start.

4. The actuator 9871976 does not depress the start switch 9871984.

4a. Often misdiagnosed, the motor will be replaced or all switches will be replaced. The actuator should be bent to function properly. Care should be used not over bend the actuator.



9872369 Rubber Bumpers



780263 Shoulder Screws
Attaches Foot Pedal to Drawer



Two 3196175 #8 screws for
actuator blade and/or rubber bumpers.



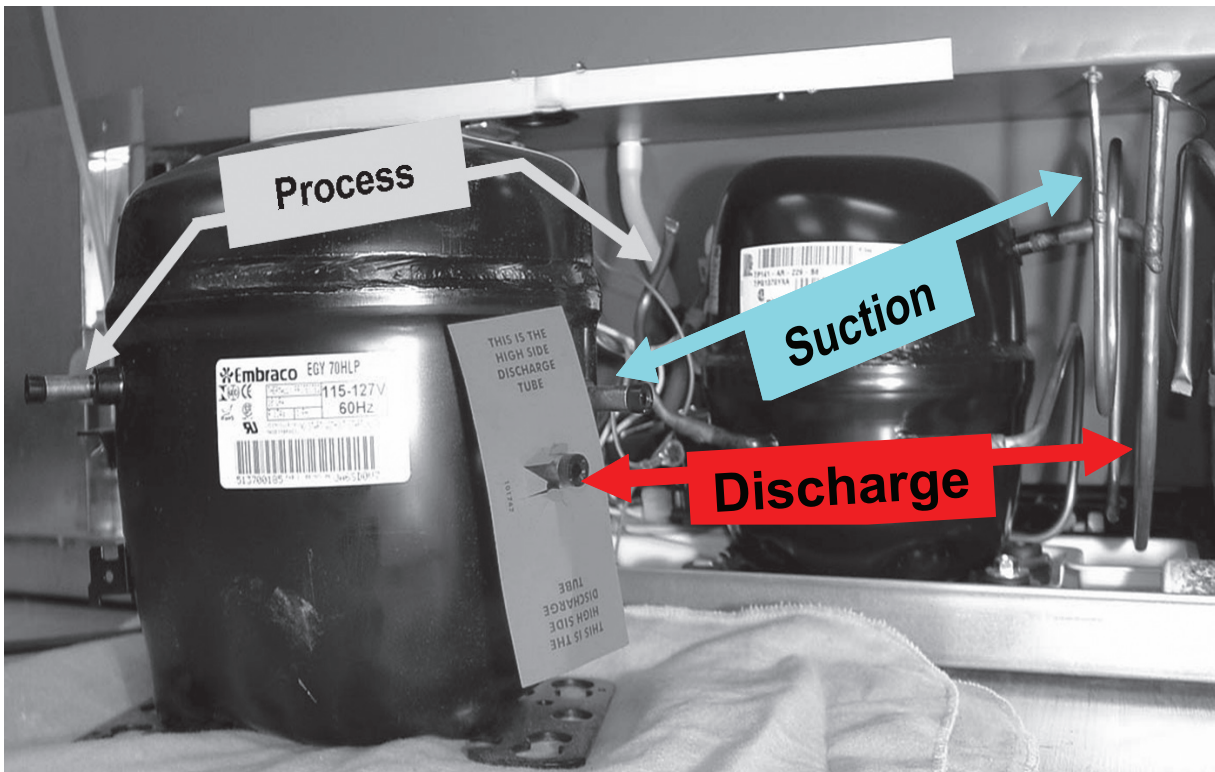
9871976 Actuator Blade

PRODUCT UPDATES

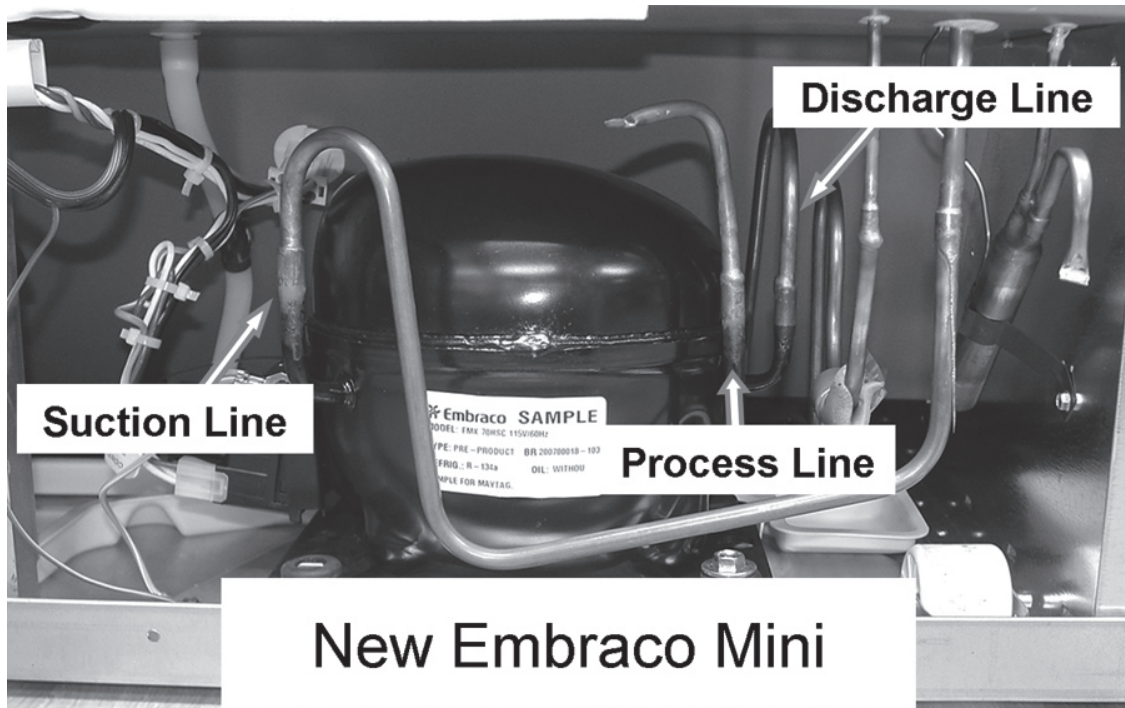
Refrigeration

Amana Refrigeration Plant Embraco Service Compressors

- Embraco compressors are currently being substituted for Tecumseh OEM compressors.
- New instruction sheets and tubing kits are being developed and will be added to service compressors.



- Connect tubing as indicated
- 1/4" OD condenser tube slips into compressor discharge port.
- Use a 4" piece of 1/4" OD copper tubing for the process stub.
- Swage both ends of a 6" long piece of 5/16" copper tubing and use to connect the suction line to the compressor suction port
- Tubing kit and instruction sheets are being developed and will be added 4th quarter 2007



Beginning in the 4th quarter of 2007 Embraco Compressors will be used for on all ARP production refrigerators.

Mini compressor will reduce energy consumption.

Luxury Built-in Side by Side Drip Pan Freeze Up Technical Bulletin

MAYTAG®

Type Policy Letter
 ✓ Service Information

Date: August 2006

Attention Service Managers
 ✓ Service and Parts Managers

No: TDR-0061-B
 Page 1 of 2

Models Luxury Built-in Side by Side Models

Issue Drip Pan Freeze Up

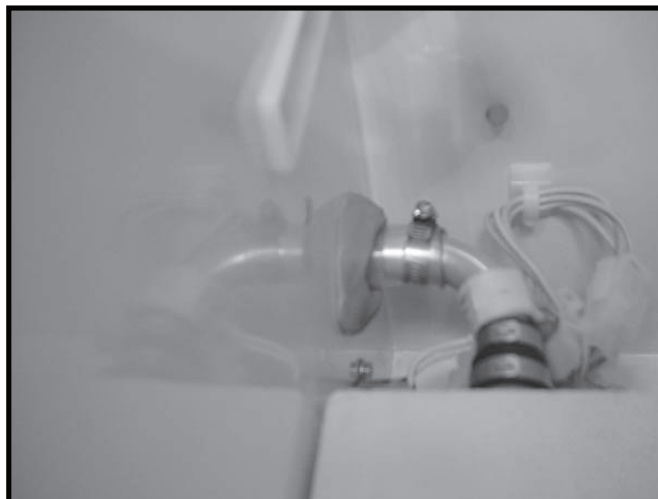
Warranty Standard product manufacturing warranty applies.

Brand
Jade
Jenn-Air

Product
Refrigerator

Action

1. ~~If the unit was produced in 6/2004 to 1/2005, check unit for leak in evaporator coil. Replace coil if leak is detected. Leaks will be located on evaporator coil tubing near the intersection with the defrost heater retaining clips. Leaks will be the size of pin holes.~~
2. Make sure unit is level left to right and slightly tipped backwards.
3. Check, and correct as necessary, any door seal breeches such as:
 - a. Breech from seal retreating from the front frame of the cabinet, especially areas half-way up the cabinet and freezer doors.
 - b. Breech from door alignment or bow.
 - c. Door "popping" open when the opposite door is closed.
4. Check dispenser models, and correct as necessary, any breeches found on the fountain door.
5. On the inside of the freezer compartment, seal the evaporator drain tube outlet and evaporator tubing inlet with butyl. Refer to picture. The evaporator tubing inlet is not shown in the picture.



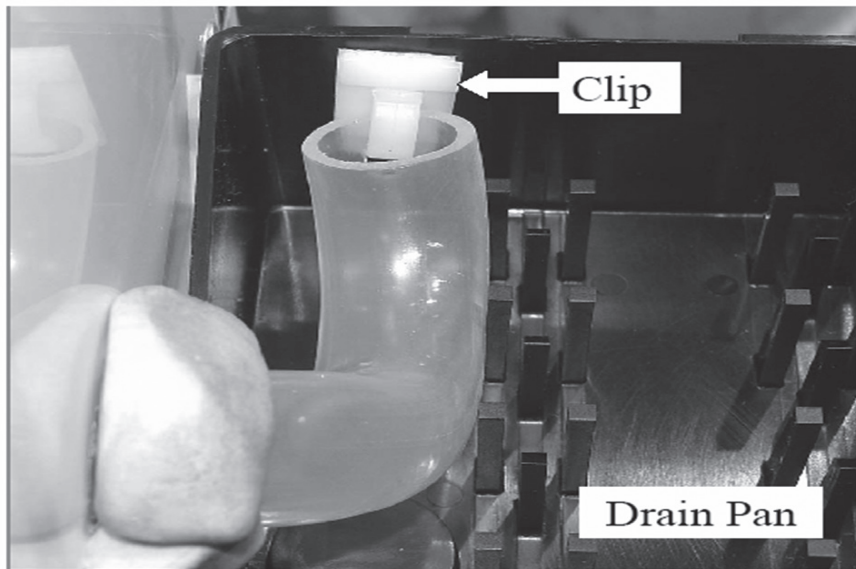
Jenn Air/Jade SXS's

Evaporator drain pan freeze up

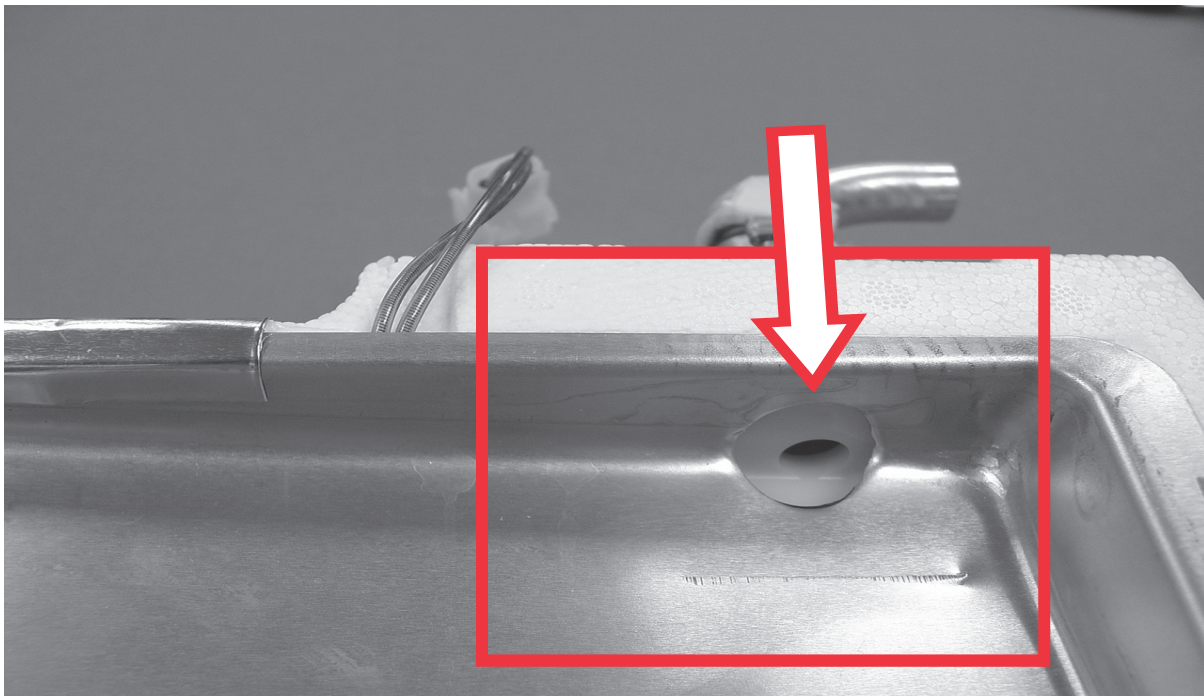
Follow all steps outlined in technical Bulletin TDR-0061-B

Service Bulletin TDR-0061-B

Correct Drain Tube Installation

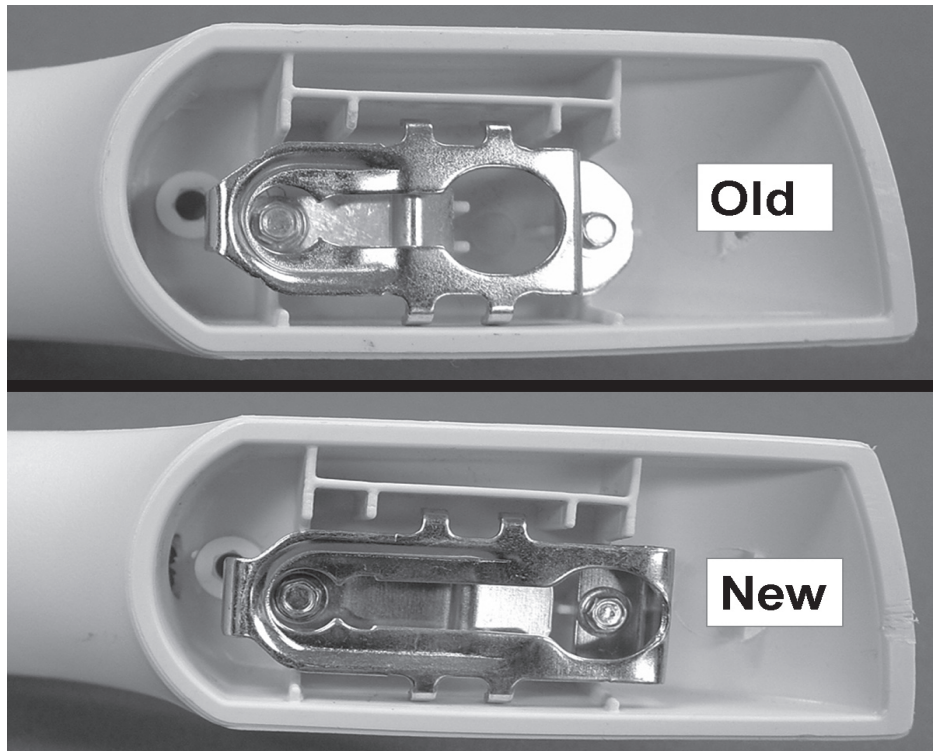


Make sure drain tube is installed as indicated.



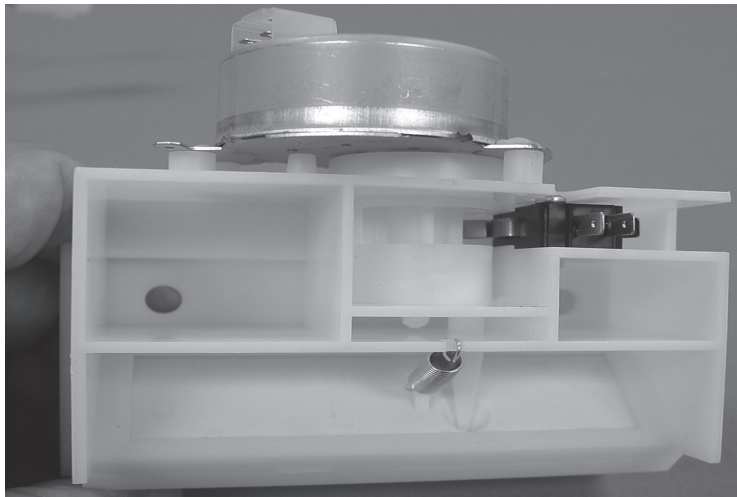
A kit is currently on test to add addition heat to the drain area.

Bottom Mount Freezer Drawer Handle



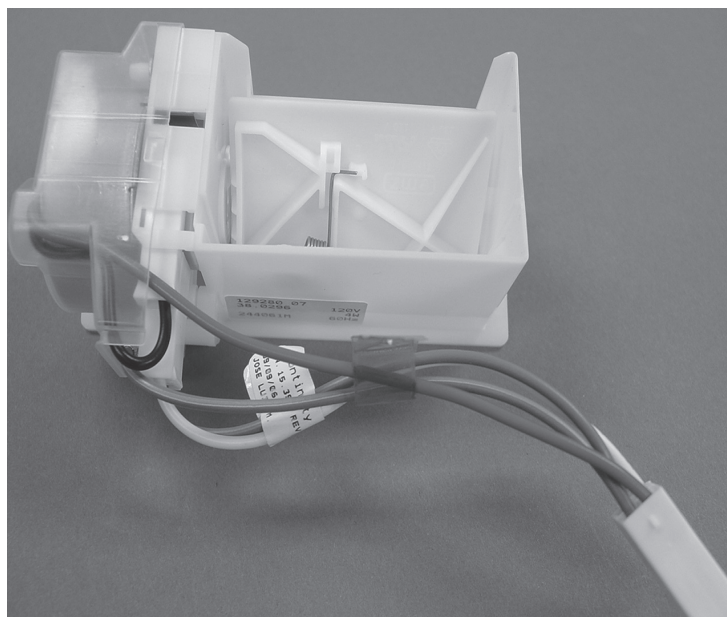
New door handles and clips are now available for BM freezer drawers. Order replacement handles by model number.

Invensys Damper



There have been customer complaints of noise when the Invensys damper door opens.

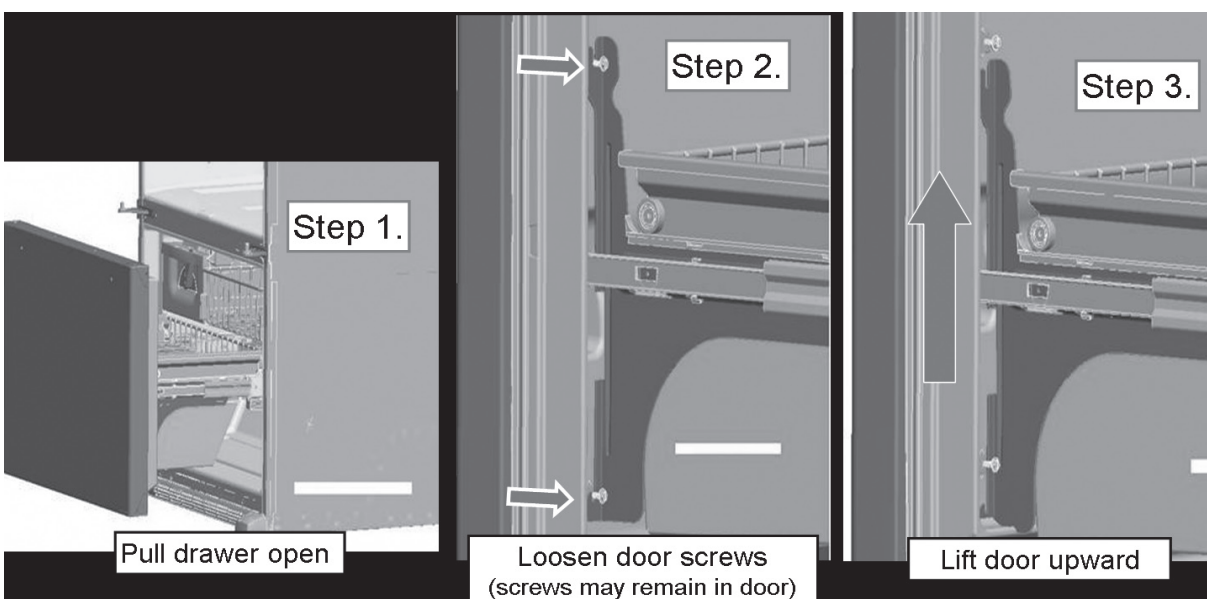
New EMZ Damper



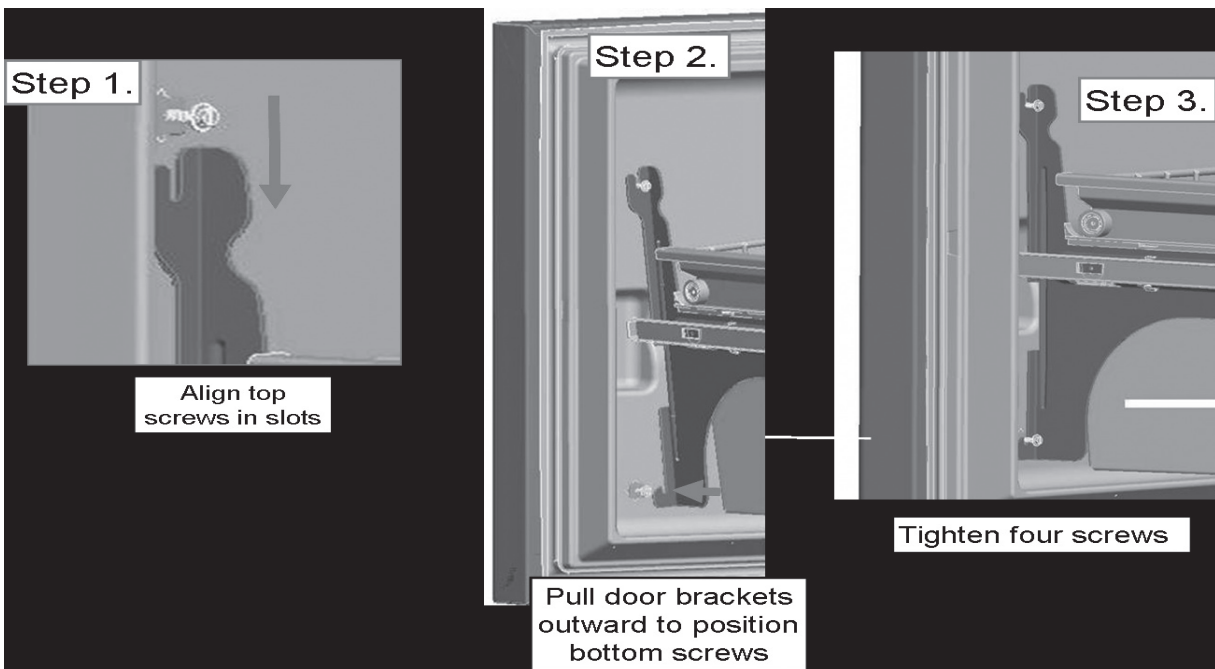
A new EMZ damper is being used on current production. It will not retrofit the Invensys damper.

Beginning with 4th quarter production, a redesigned T bracket will be used on bottom mount freezer refrigerators. The new design will make it much easier to remove and install the freezer drawer.

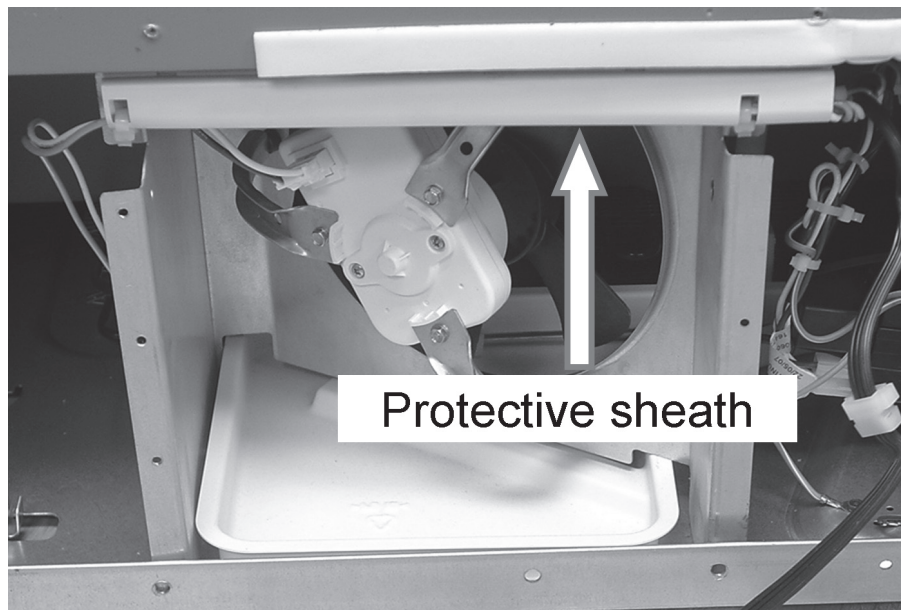
T-Bracket: Easy Disassembly



T-Bracket: Easy Assembly



Wiring Harness Change



Beginning on 4th quarter production, a new wiring harness, power cord and protective sheath will be used on all Amana produced units.

A P number change will take place for all Bottom Mounts but not SXS's.

If a power cord is ordered for a side by side, a kit will be shipped that consists of a power cord, shroud and protective sheath.

Water Line/Reservoir Freeze Up Bottom Mount Freezers

Technical Bulletin

MAYTAG®

Date: May 2006

Type Policy Letter
✓ Service Information

No: TDR-0059-B

Attention Service Managers
✓ Service and Parts Managers

Page 1 of 1

Models ABC2037DE*, ABC2037DPS, ABC2037DT*, ABD2233DE*, ABD2533DE*,
ABL2037FES, ABL2233FES, ABL2533FES, ABR2037FES, ABR2233FES,
ABR2533FES, ABR2535DE*, DDBF036*SS, DTB036*OS, DTFF03600S,
EF36BNDFBK, EF36BNDFRF, EFBNDFSS, EF36LNDFBK, EF36LNDFRF,
EF36LNDFSS, EF36RNDFBK, EF36RNDFRF, EFRNDFSS, G20EFSB23S,
G25EFSB23S, IF36BNDFS, IF36INDFS, JBC2088HT*, JBD2286KE*,
JBL2088HES, JBL2286KES, JBR2088HES, JBR2286KES, JFC2070KR*,
JFC2089HP*, JFC2089HT*, JFD2589KE*, MFC2061HE*, MFD2561HE*

Brand
Maytag
Amana
Jenn-Air

Issue Water Tank or Water Line Freezing

Warranty Standard product manufacturing warranty applies.

Action If experiencing water tank and/or water line freeze up, order Water Tank Freeze Kit part number 12002776.

Kit includes foam strips and permagum to seal areas, and to stop air migration around water tank and water lines to prevent freezing.

Product
Refrigerator

Water reservoir or water line freeze ups can occur on some Bottom mount freezers. The cause of the freeze up can be attributed to operating the refrigerator at low temperature, infrequent door openings and or minimal water usage. Refer to Technical Bulletin TDR-0059-B for all non-Iceland bottom mount refrigerators except 25 cu.ft. models.

For 25 cu ft Bottom Mount Refrigerators use water reservoir Anti-Freeze Kit PN W10130482

French Door “ICE-2-0” Bottom Mount Freezer Refrigerators with Ice & Water Dispenser

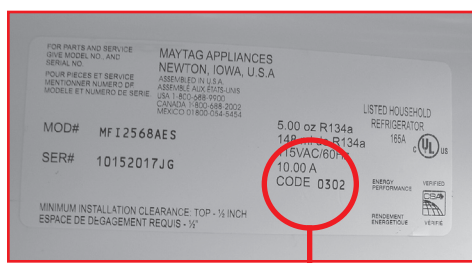
Ice dispenser door continually opens and closes and/or user display flashes on and off intermittently.

Maytag Models: MFI2568AEB, MFI2568AEQ, MFI2568AEW, MFI2568AES
MFI2067AEB, MFI2067AEQ, MFI2067AES, MFI2067AEW

Amana Models: AFI2568AEB, AFI2568AEQ, AFI2568AES, AFI2568AEW

The power supply on the high voltage control board may fail resulting in the dispenser door continually opening and closing. Eventually the board will fail completely which results in no cooling. Order a new high voltage board part #12920710.

Enter refrigerator code into new board diagnostics and check operation



Code is located on the Model number plate.

After replacing the high voltage control board part #12920710 make sure to enter the refrigerator code into the board.



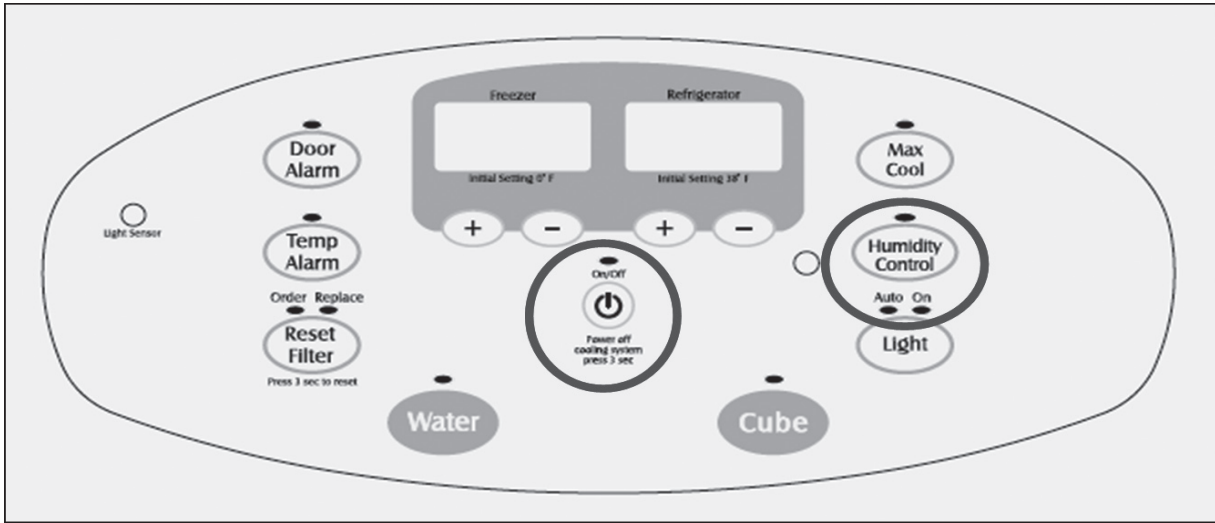
New Maytag Iceland 22 cu ft 4th Quarter 2007

	Maytag
	MFI2266AEx
Volume	22 ft³
Door style	Contoured
FC door style	Drawer
User interface/ control	* Similar to Current Design
Door Handle	Metal
Perimeter Trim	No
Colors	White, Bisque, Black, Stainless

- * On/Off pad added
- * Humidity control pad added
- * Vacation mode eliminated

Maytag 22' Iceland

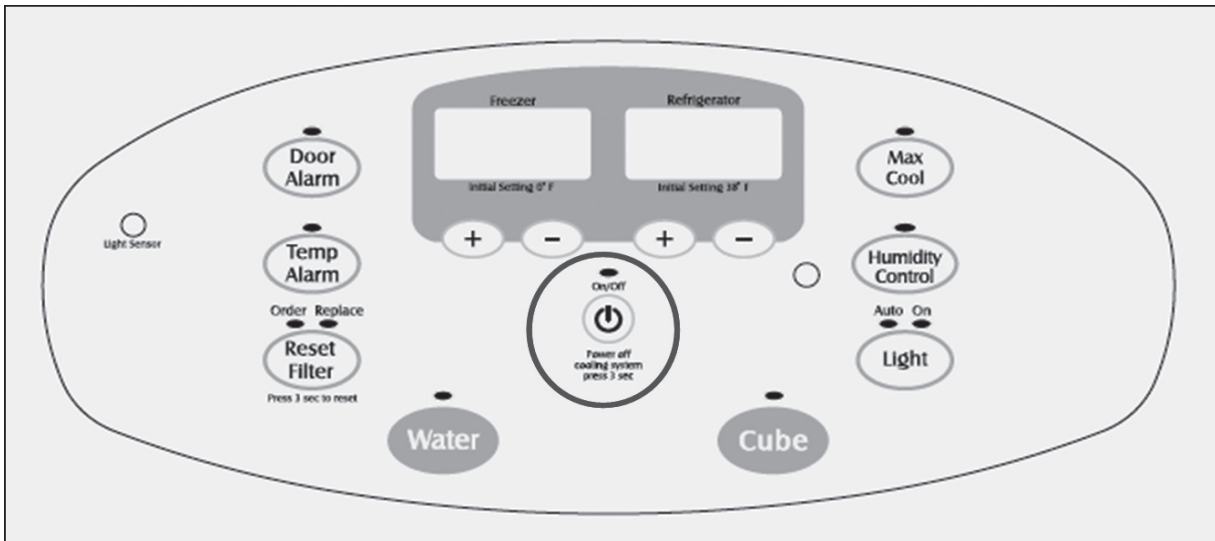
New Display



The display will change and have 2 new pads. On/OFF switch and Humidity Control switch.

The verbiage to be used on the On/Off switch has not been finalized.

On/Off Switch



With the unit in the “off” position a red LED above the pad will illuminate and only the interior lights will function.

The Cooling On/Off key will turn the Cooling System OFF/ON as described below. When turning the Cooling System OFF, all keypad LED's will turn Off, the 7 segment LED display will turn off, and a double beep will sound upon implementation. The red LED associated with the Cooling On/Off switch will turn on. Any key press, not including the Cooling On/Off key, will be ignored and an error beep given. The Cooling On/Off LED will also flash in such instances.

In the OFF state all cooling functions (compressor, fans, and damper) operation, as well as defrost operations will be turned off. (This will include any periodic damper cycling functions.) Water dispense operations will NOT be permitted according to the general specifications. Entry into the Service Mode, Personality Programming Mode and Sales Mode will be permitted. Access to Forced Defrost and the User Preference Menu will be denied.

To turn the Cooling System back ON, press the Cooling On/Off key (no press and hold is required to turn the system back on). No sound is generated for this event and the associated LED will turn off. The unit will turn ON and return to the last saved set points. Any features that were previously enabled will become active, except for the Max Cool and Sabbath functions. The Sabbath and Max Cool functions will be cancelled upon entering the Cooling On/Off mode.

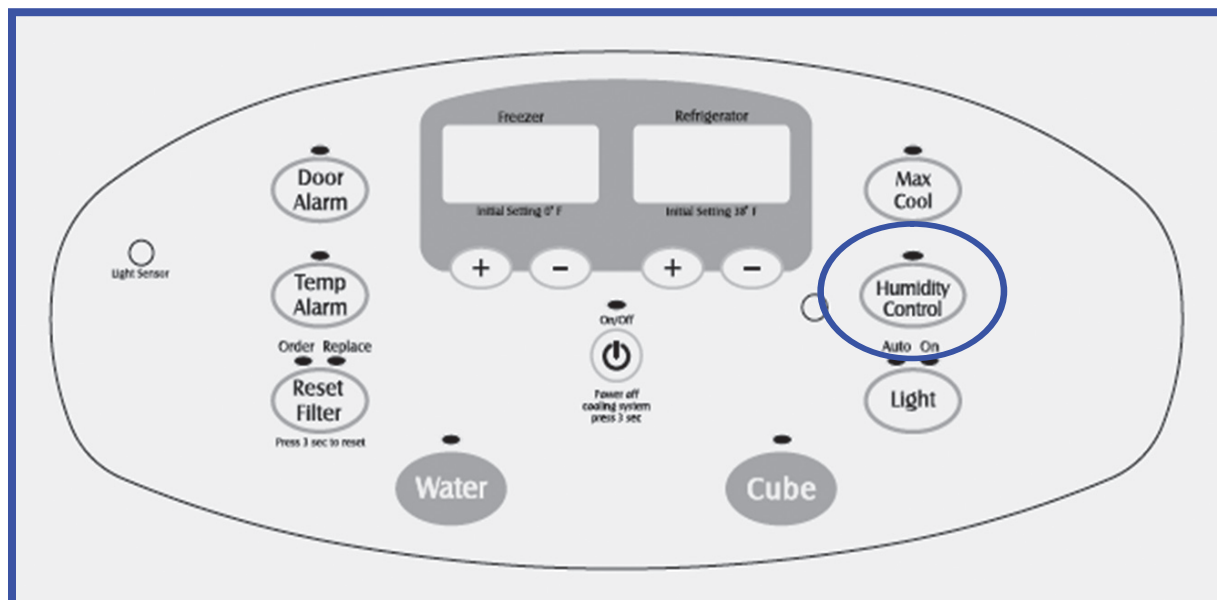
Prior turning off the UI, the current user settings will be stored in EEPROM to be able to recover the customer settings in case of an electrical reset.

Certain text or phrases must be shown on the keypad. This includes:

“Cooling On/Off” which per UL standards describes the loads which will be turn off by that switch. The phrase also lets the customer know that this button will turn the unit back on.

“Press for 3 seconds” or “Press and Hold for 3 sec” or any similar variation must also be placed on the graphics to indicate to the customer that the button must be pressed for a minimum of 3 seconds before feature activation.

Humidity Control Switch



The Humidity Control switch turns on the mullion heater located on the divider. A red LED illuminates indicating the heater is on.

The refrigerator is designed to optimally operate in most home environments. In some demographics the refrigerator may not be able to prevent moisture from developing in the door mullion area. The home owner can turn on the Mullion Heater with

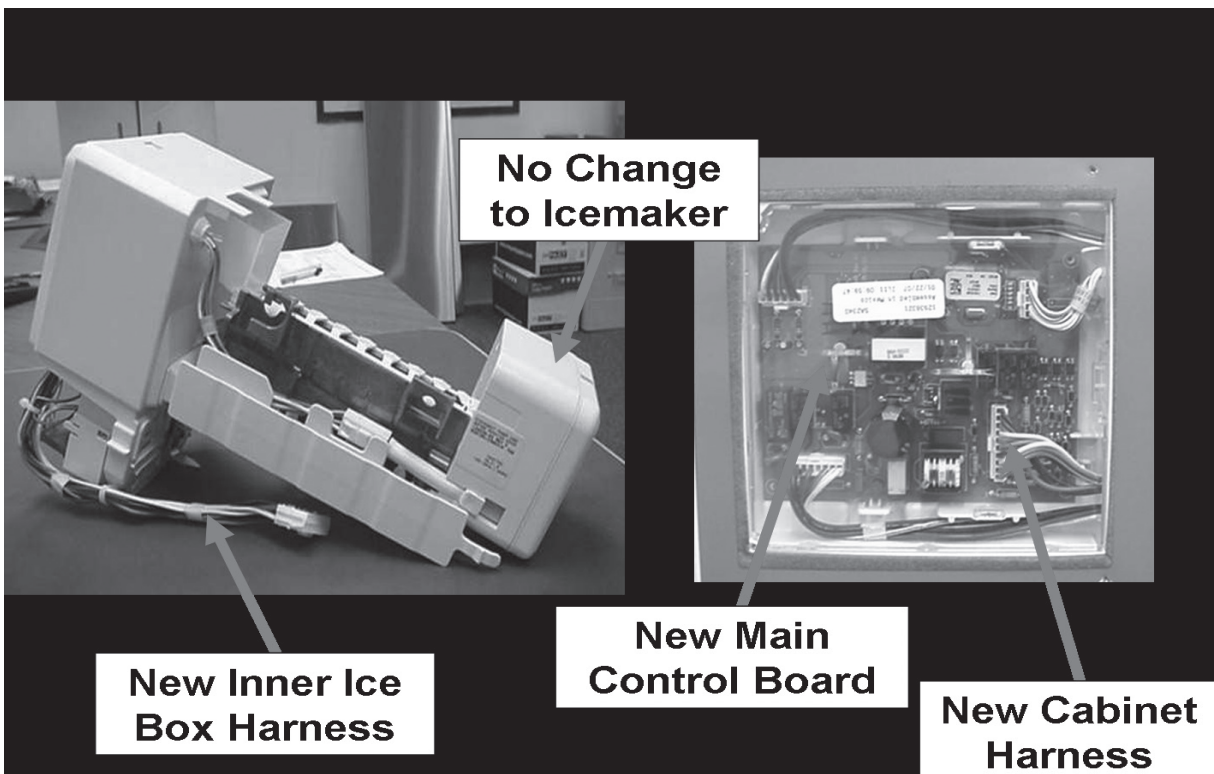
this feature. The corresponding LED will turn on indicating that the feature is active (Mullion Heater On). The heater will then cycle with the compressor. Pressing the key again will turn off this feature as well as the associated status LED. Turning the heater off will save energy.

There are only two states associated with this switch: On and Off. However, in the On state, there are two modes of operation. The first mode is as described above; the Mullion Heater will cycle with the compressor. The second mode is on 100% of the time. Changing to this mode can only be done through the Service Mode. After this change, pressing this key will still toggle the feature On/Off, but the heater will be on 100% when feature is active. The initial state of this feature will be Off. The default on mode is the heater cycling with the compressor. The state of the switch and mode will need to be retained in non-volatile memory.

Mid South Icemakers Iceland Refrigerators

Mid South “Minimum cycle time” Fix for Double Fills

- Minimum cycle time will be 60 minutes
- Production change will require a new icemaker harness and main cabinet harness, new main control, and personality.
- Initial introduction to occur on the P# model launch (20 and 25 cu. ft.) beginning September 2007.
- The 33” Iceland introduction scheduled for 4th Q will also incorporate the fix.



Service Considerations

For new P# models:

- A new main control board will be used for service.
- Serial plate calls out new personality.
- New main control does not have legacy personalities.
- For legacy P# models:
 - The “Minimum cycle time” fix is not available.
 - The legacy main control will be used for service.

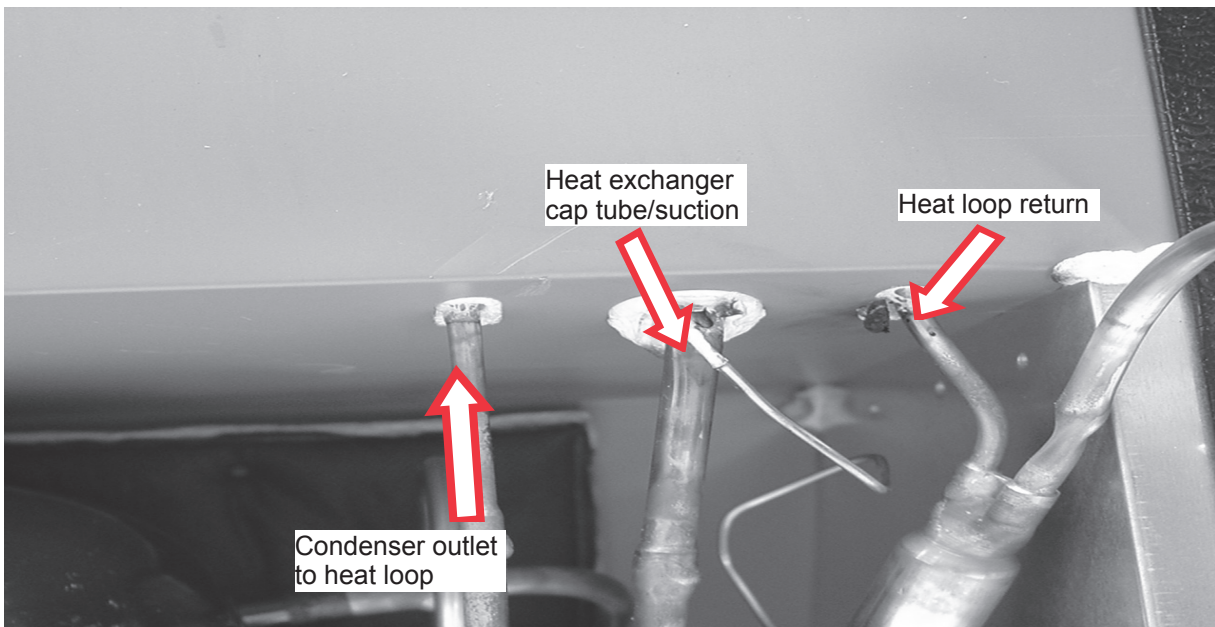
Serial plate calls out personality.

Legacy personality codes begin with “Zero” new model codes begin with “One”

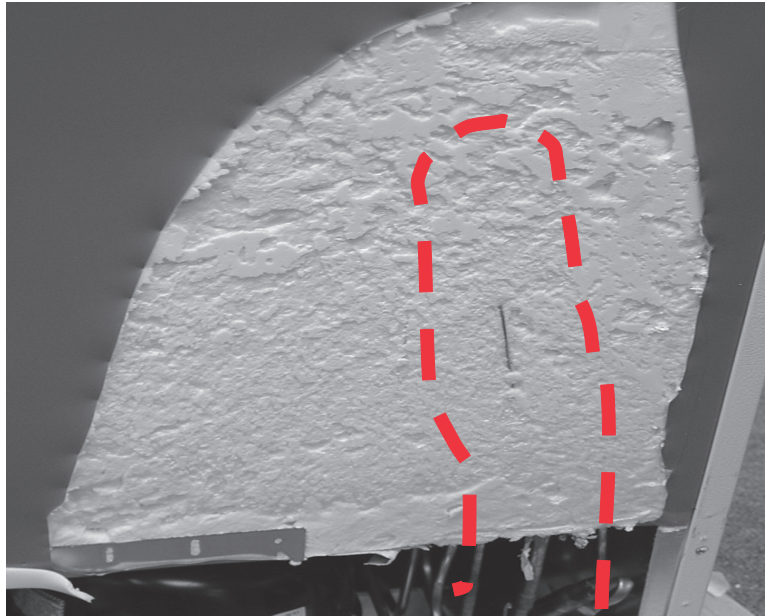
Bottom Mount Refrigerators Drier Replacement

- Protect the floor when moving refrigerator
- Unplug the refrigerator
- Recover the refrigerant charge
- Use a fire retardant blanket when brazing

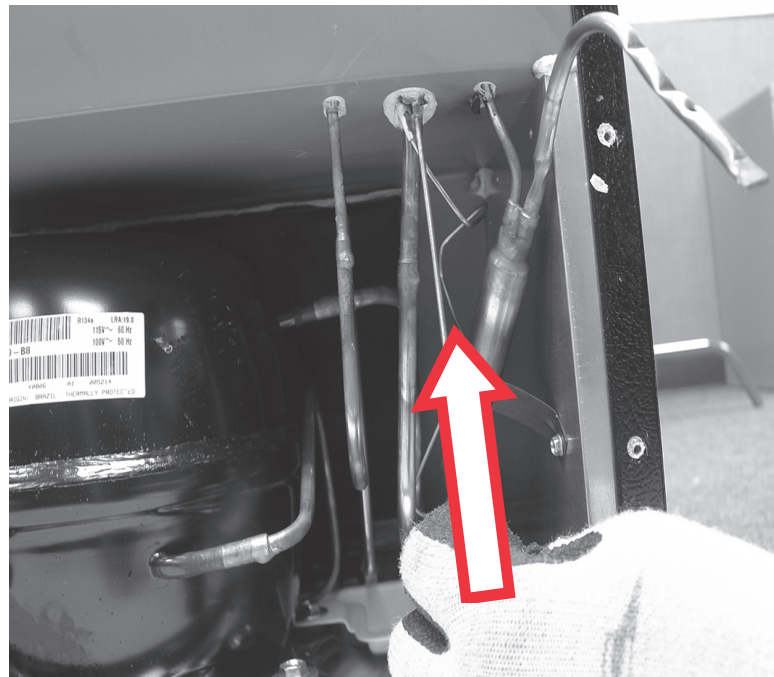
Tubing Identification



Additional cap tube available in cabinet



Insert a 12" length of small diameter rod into the cabinet around the circumference of the cap tube several times to release the cap tube.



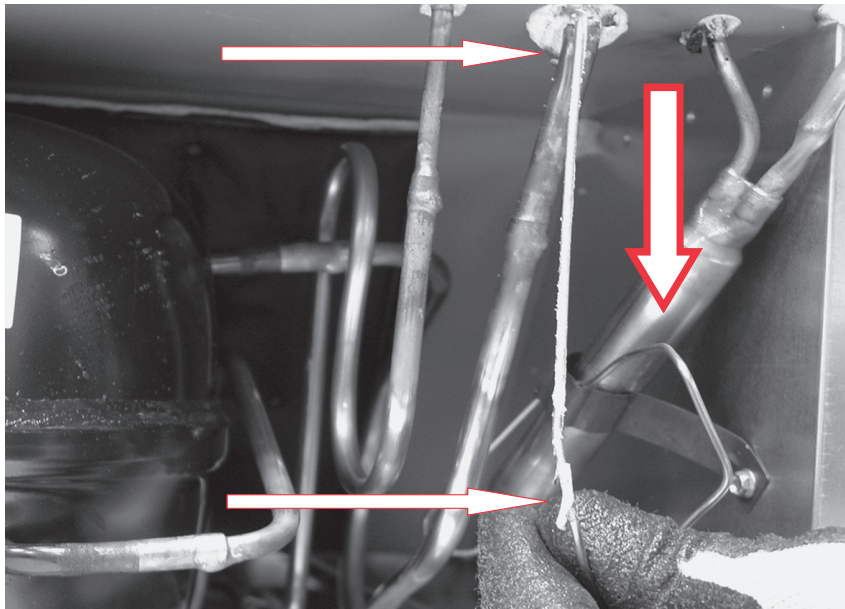
Probe against the back of the cabinet and away from the freezer liner



Pull the cap tube straight down



Pull the cap tube out 6 – 8”



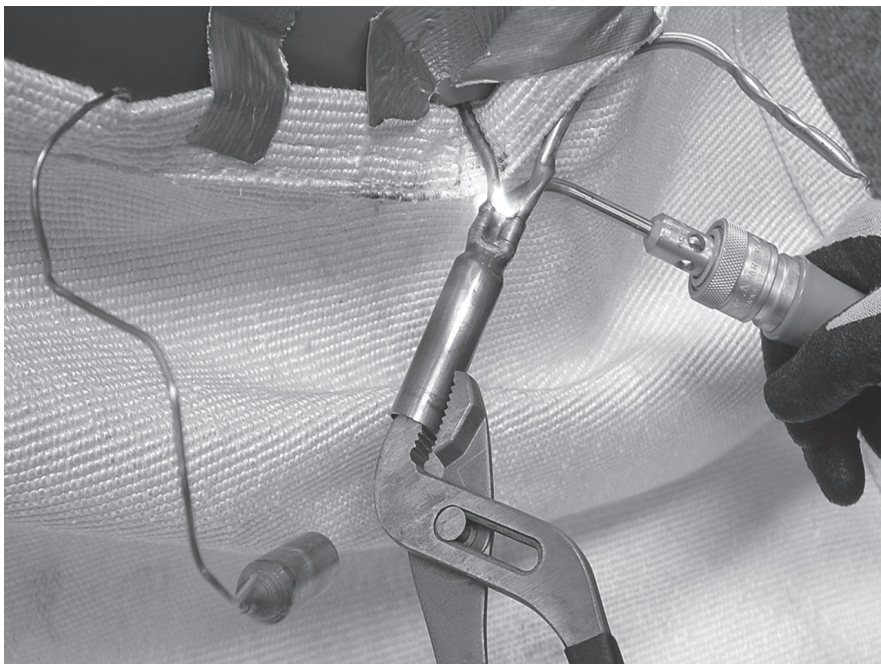
Remove the drier from the machine compartment and cut in half.



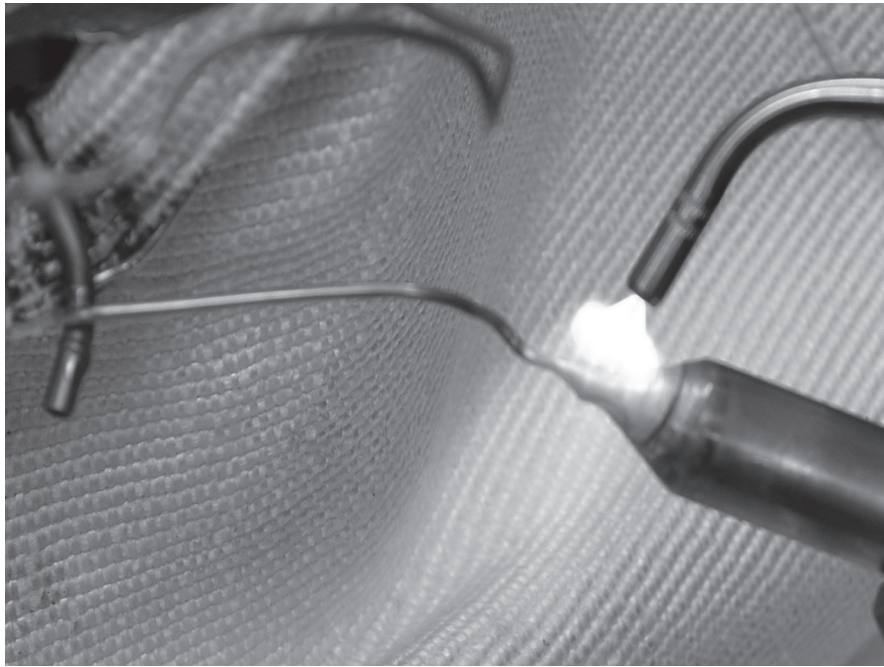
Use a receptacle to catch the drying agent.



Heat and remove the drier inlet tube.



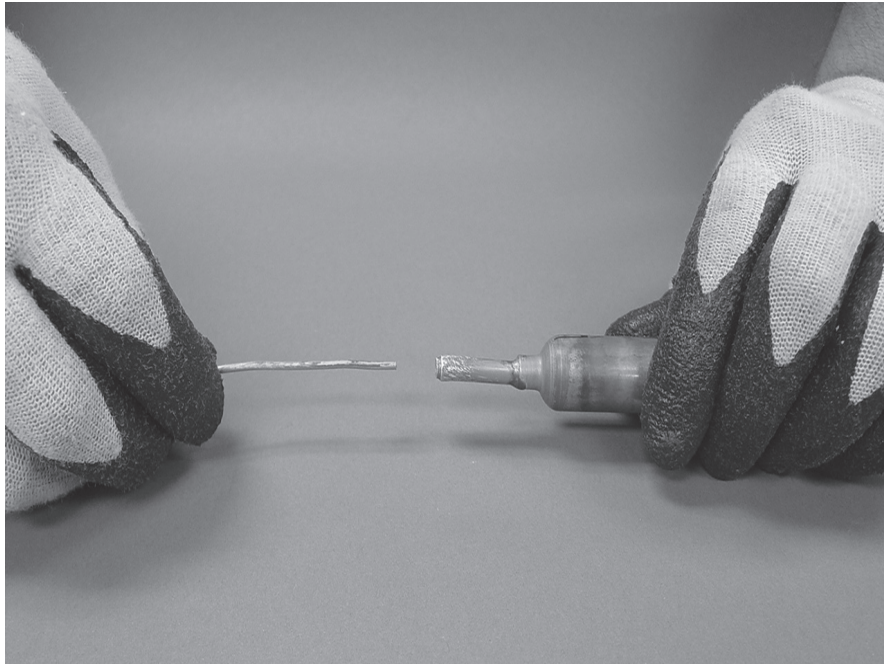
Heat and remove the cap tube



Clean and prepare the heat loop tube and cap tube for drier installation.



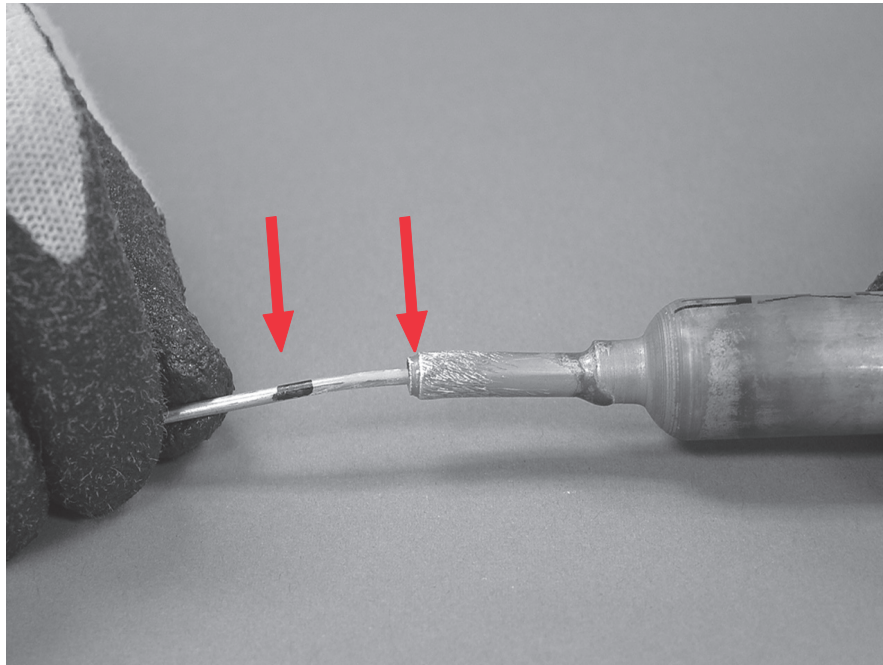
Insert the cap tube into the drier until it contacts the drier screen.



Mark the cap tube where it meets the drier outlet tube.



Pull the cap tube back out $\frac{1}{2}$ " to $\frac{3}{4}$ " and braze the connection.



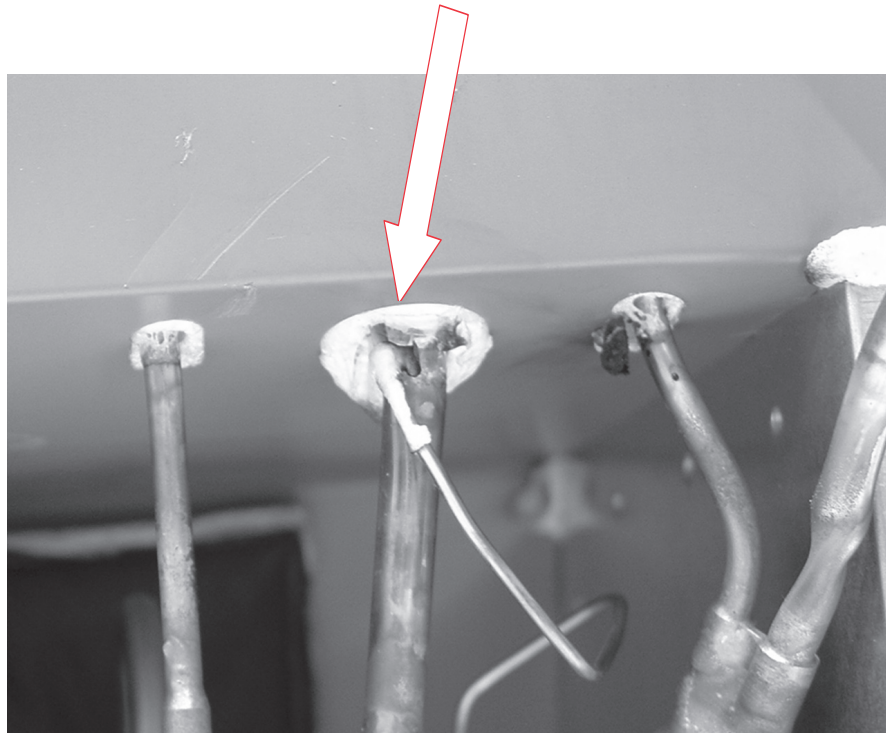
Incorrect Cap Tube installation.



If the cap tube is installed against the screen it will cause a restriction



Use Permagum to seal around the heat exchanger



KitchenAid Under-Counter Refrigeration Products



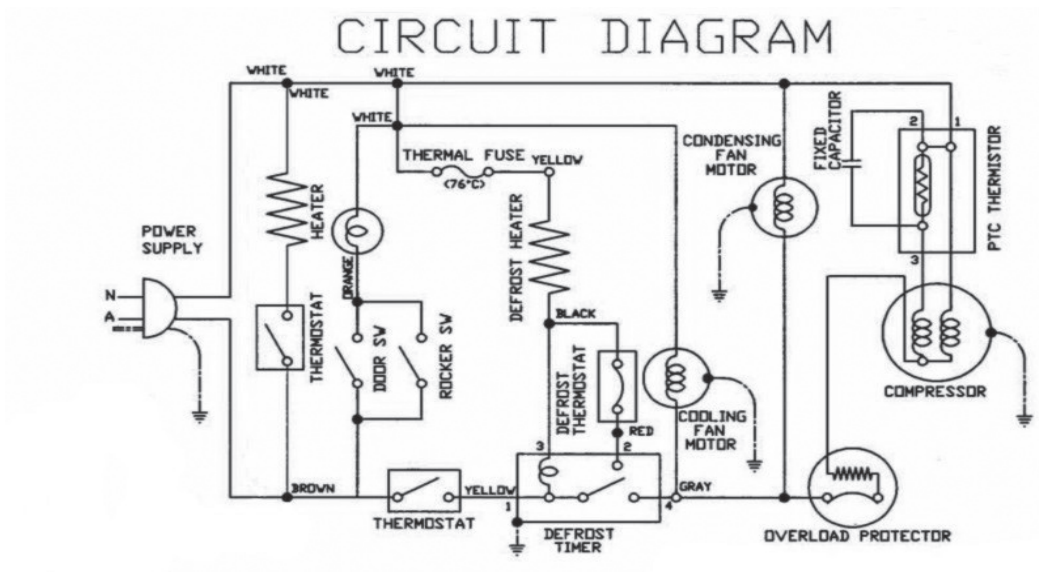
Wine Cellar



Beverage Center

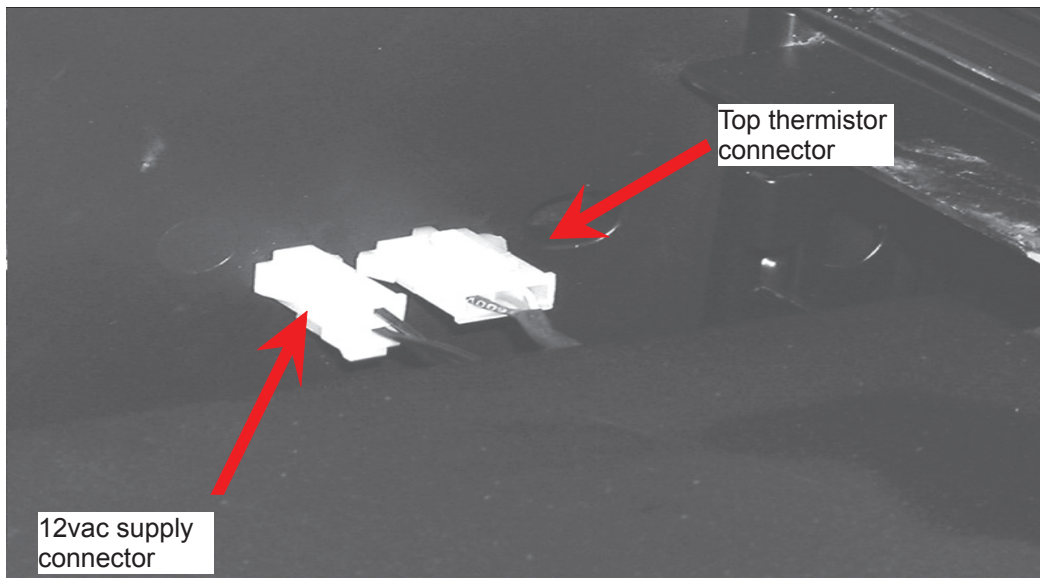
No Display or Intermittent Display.

Some wine coolers and beverage centers have had no display or intermittent display.



The display transformer primary is supplied 120vac. The secondary is 12vac. Check for 12vac output from the transformer. The display only displays...it has nothing to do with temperature management.

Separator Connections



Wine cellar has 1 connector, beverage center has 2.

Error Codes

Display shows -4 to 86°F (Potential range)

Normal operating display is 32-66°F (0-19°C)

- ER
 - Thermistor sensing greater than 99°F (37°C) or less than -23°F (-30°C)
- Hi
 - Thermistor sensing 87 to 98°F (30.5 to 36.7°C)
- Lo
 - Thermistor sensing -5 to -22°F (20.5 to 30°C)
- E1
 - Open in thermistor circuit

IDI Bucket Difficult to Remove

Problem: The customer can not remove the ice bucket

Cause: The hex shaft and 12 point coupler can bind when using crushed ice. This prevents the ice bucket from being easily removed from the door.

Correction: Engineering is looking at changing the tolerances or angles of the shaft/coupler to prevent binding. For now, the customer can usually get the ice bucket off if they switch back to cubed for a few seconds before attempting to remove it from the door.



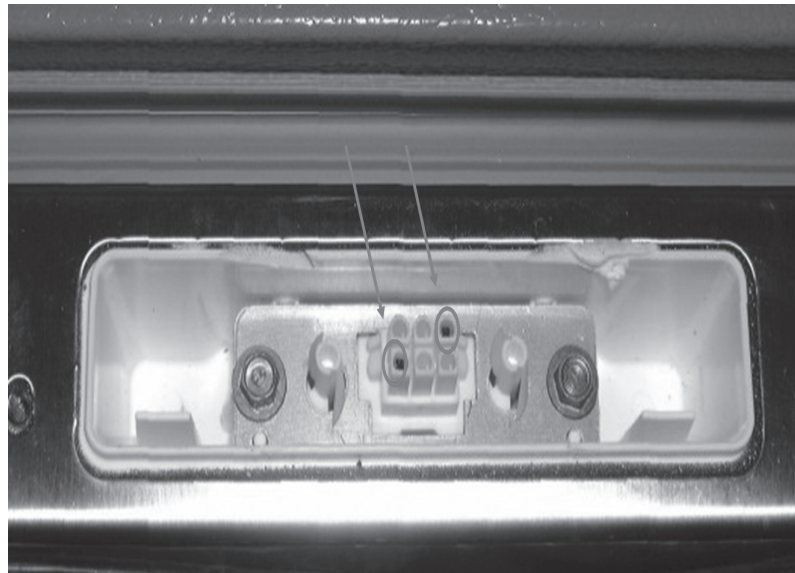
- The new style shaft and coupler can bind when crushing ice
- This causes the bucket to become difficult to remove
- Change to "Cubed" and run the auger for a few seconds...this should release the bucket

Central Park Refrigerator

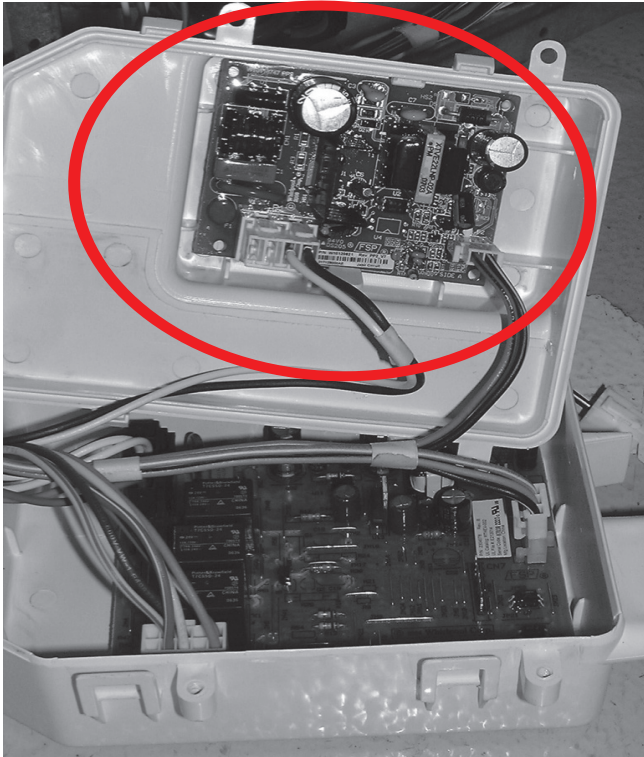


Model GD5VVAXTY

The refrigerator will be shipped with a cap over the connector on the top of the freezer door.



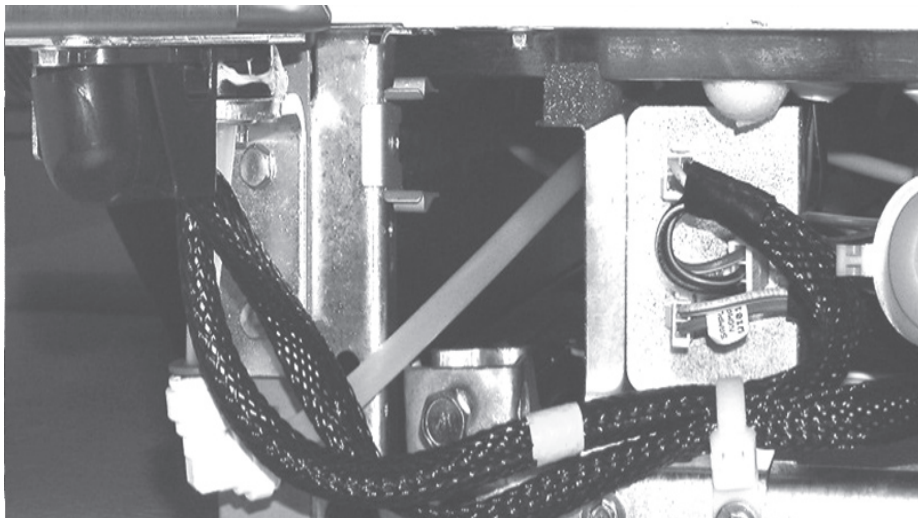
This will be a simple voltage check.



Power Supply Board

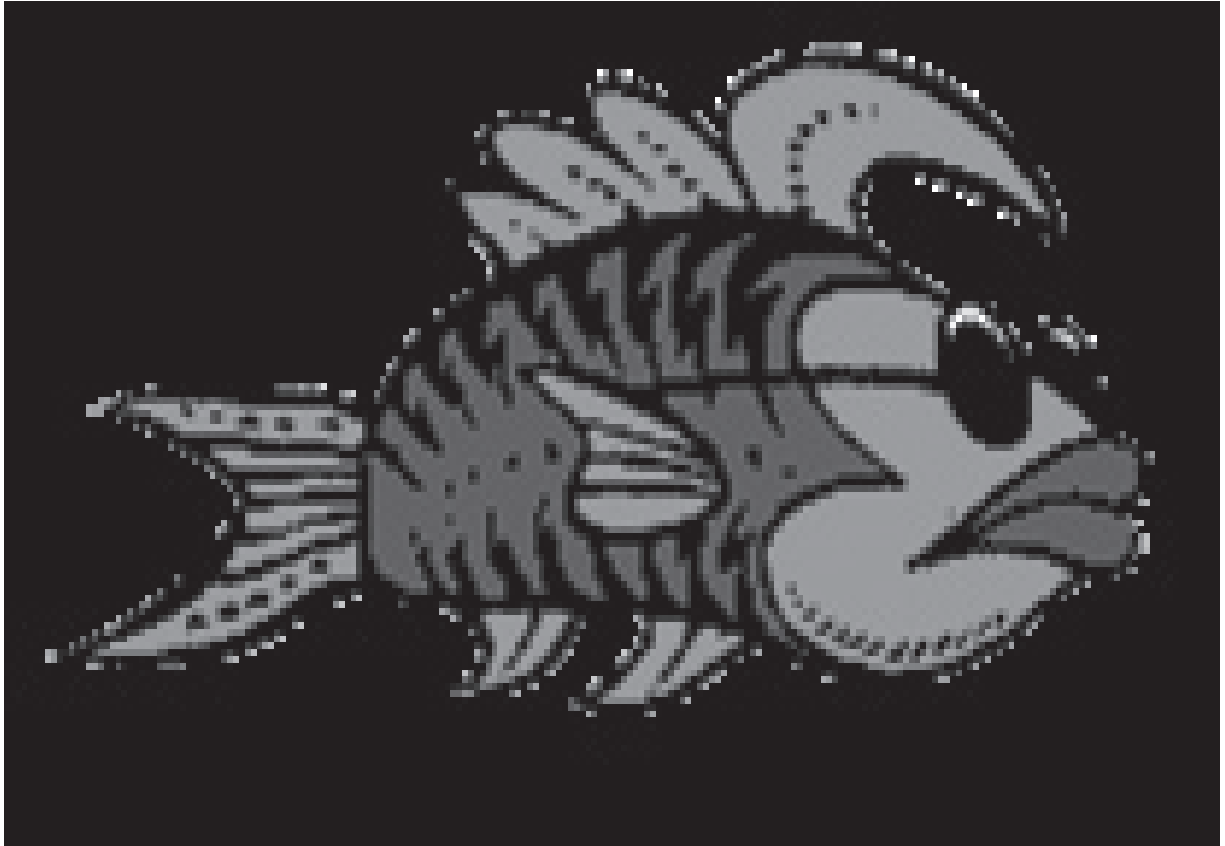
- 120 VAC in
- 14 VDC out
- Maximum load
- 13-15 Watts continuous

120 VAC is rectified and regulated to achieve a 14 VDC/13-15 Watt capability output.



Two separate wire harnesses enter the bottom of the door.

FISH LIPS



Scenario One

- The Product is not performing to the customer's expectations.
- Duet washer not cleaning properly.
- Customer is not using HE detergent.
- The dealer told her it was OK to use regular detergent, but just use half the normal dose

Scenario One

- Possible resolutions:
- Explain to the customer the benefits of using an HE detergent and to try the sample that came with the washer.
- Explain that a half dose of regular detergent doesn't have all of the cleaning capabilities of a normal dose of HE.

Scenario Two

- The Product has actually failed.
- Whirlpool Tall Tub dishwasher's Clean LED is blinking 7 times.
- The dishwasher is two weeks old and the heating element has failed.
- The In-Home-Service Professional has the part and can repair the dishwasher right away.
- The IHSP now has to re-sell the product to the customer.

Scenario Two

- Explain to the customer that you can have the dishwasher repaired and back in operation in a very short time.
- Further explain to the customer that this is a quality product and a good choice as far as the customer is concerned, but the heater is an electrical component, and like any electrical component, it can fail.
- Fortunately it failed during the warranty period, but you would not expect any problems in the future.

Scenario Three

- The customer has a new microwave oven that the IHSP has not yet been trained on.
- It is not programming the way the old one did, nor does it seem to be cooking as fast.

Scenario Three

- Ask the customer to program the microwave to get an idea of how it's supposed to be programmed.
- Ask to check the Use & Care guide, while the customer is programming it to confirm it's being done correctly.
- Check the Tech Sheet.
- Call the Tech-Line, if necessary.
- NEVER tell the customer that "I haven't been trained on this and I don't know what to do with it".

Scenario Four

- The product is not performing to the customer's expectations, but is actually a result of the environment.
- KitchenAid stainless steel dishwasher is filming badly, due to the customer's hard water.
- In addition, the customer refuses to use rinse agent, because he never used it in his old dishwasher.

Scenario Four

- Demonstrate the hard water condition with water hardness test strips.
- Explain to the customer that this dishwasher uses much less water than their previous one and under these conditions could benefit from a product like Glass Magic or Lemishine.
- Also explain to the customer that these dishwashers are designed to use a Rinse Agent for proper operation

Scenario Five

- The refrigerator is not cooling properly and needs an electronic control that is on backorder.
- The IHSP has to order parts and the customer is not happy.
- The refrigerator is only a month old.
- If you can't fix this today, I want it replaced.

Scenario Five

- Contact the CXC to try to get the part from other sources.
- Experts can sometimes find parts or may even have some available to get the refrigerator back in operation more quickly than an exchange.
- Check with the Tech-Line to see if there's something that can be done to get the refrigerator back into operation while waiting for the part.
- Call your office or Parts Distributor to see if they can help out.

SERVICE POINTER INDEX

KITCHEN

<u>BRAND & ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
Whirlpool 8178621	Kitchen Aid & Whirlpool Slide-In and Freestanding Electric Ranges: Models: GY396LXP*00, GY398LXP*00, YGY396LXP*00, YGY398LXP*00, KERA807P*00, KERK807P00, KESA907P*00, KESI901P*00, KESV908P*00, YKERA807PB00, YKERV808PM00, YKERV808PS00, YKESA907*00, YKESV908*00, (* = all colors, all engineering digits)	1/07
Whirlpool 8178622	KitchenAid Electric Freestanding Ranges & Whirlpool Gas & Electric Freestanding Ranges Models: KERI201P-4, KERI203P-4, KERA205P-4, SF262LXS, SF362LXS, SF367LXS, SF462LXSRF111PXS, RF114PXS, RF212PXS, RF260BXS, RF261PXS, RF262LXS, RF264LXS, RF367LXS, GS563LXS, GR563LXS, GR673LXS, GR773LXS: Door glass slipping down or falling out of the door frame.	1/07
KitchenAid K4317415	Broiler Pan Removal – All Brands For Your Information:	2/07
Whirlpool 8178640	Dual Fuel Range with Steam Models: KDRP707RSS00, KDRP707RSS01, KDRP767RSS00, KDRP767RSS01 Oven is out of calibration.	2/07
Whirlpool 8178557A	All KitchenAid and Whirlpool Single, Double and Combo Built-In Ovens. Plus KitchenAid Slide-In and Freestanding Ranges beginning with Date Code: XM (Oxford 2002): • Oven won't heat after completing a Self-Clean Cycle • Unit does not operate after a Self-Clean Cycle • Oven completely stopped during the Self-Clean cycle	3/07
KitchenAid K4317419	All KitchenAid Dual Fuel, Slide-In and Freestanding Ranges and Cooktops with a Triple Crown Burner Models: KGCV465M, KDRS807S, KGSS907S, KGRS807S, KGSA907S, KGRA807S, KGRA806P, KGRK806P, KGSA906P, KDSCS908S, KDRCS808S YKDSS907S, YKDRSC808S, YKDSCS908S: Burner makes a popping sound while on the low flame setting of the Triple Crown Burner.	4/07

Whirlpool

8178655

**All KitchenAid and Whirlpool Microwave
Combination Ovens and KBMC140H***, KBMC147H********** ALL COLORS AND ENGINEERING DIGITS:**

04/07

Customer opens the door during cooking and the clock
continues to count down.

Whirlpool

8178656

**KitchenAid and Whirlpool Microwave
Combination Ovens:**

04/07

I program the microwave oven and hit "START".
The microwave oven beeps three times and "door"
is displayed on the control, the microwave oven won't start.

Whirlpool

8178664

**Whirlpool Gas and Electric Slide-In Ranges
Models: GW395LEP, GY396LXP, YGY396LXP,
GY398LXP and YGY398LXP:**

06/07

Stuck Keypads (constant F2 E0 error code).
Control not responding.
Control "beeps" with no button activation.

LAUNDRY

<u>BRAND & ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
Maytag 8178627	MAYTAG FRONT LOAD WASHER AND STACKED LAUNDRY PRODUCTS; Model Numbers: Domestic: CAH4205AW, MAH55FLBW, MAH5500BW, MAH6500AW, MLE2000AY, MLE2000AZ, MLG2000AW Commercial: MAH21PDD3W, MAH21PDDGW, MAH21PDDW, MAH21PDDX, MAH21PND, MAH21PRD, MAH21PSD, MLE19PDDG, MLE19PDDY, MLE19PNDY, MLE19PRDY, MLG19PDDG, MLG19PDDW, MLG19PNDW, MLG19PRDW Export: MAH7550AA, MAH7550AG SERIAL CODE RANGE: ALL Grinding noise.	1/07
Whirlpool 8178635	WHIRLPOOL WASHER; Model Numbers: WTW6200S, WTW6300S, WTW6400S, WTW6600S Serial Code Range: CT04 to CT35I: The wash basket may lose stability during some spin conditions, which could result in a severe off balance condition.	2/07
Maytag 8178646	MAYTAG NEPTUNE FRONT LOAD WASHER; Model Numbers: MAH8700, MAH9700 Serial Code Range: GA through GX or JA through JN: Washer Recall Involving GFCI Kit	3/07
Maytag 8178626A	MAYTAG and JENN-AIR DISHWASHER; MODEL NUMBERS: MAYTAG: DWU9902AA, DWU9922AA, DWU9962AA, MDB3000AW, MDB3100AW, MDB4000AW, MDB4010AW, MDB4030AW, MDB4040AW, MDB4050AW, MDB4100AW, MDB4160AW, MDB4800AW, MDB5000AW, MDB5100AW, MDB6000AW, MDB6100AW, MDB6160AW, MDB6800AW, MDB7000AW, MDB7100AW, MDB7130AW, MDB7160AW, MDB8000AW, MDB9000AW, MDB9100AW, MDBD820AW, MDBD850AW, MDBD880AW, MDC4000AW, MDC4100AW, MDC5100AW JENN-AIR: JDB3010AW, JDB3910AW, JDB4950AW, JDB5900AW, JDB6900AW, JDB7900AW SERIAL CODE RANGE: SM-YZ The rinse aid dispenser could potentially leak rinse aid onto the wiring harness.	4/07
Whirlpool 8178661	MAYTAG AND WHIRLPOOL BRAVOS AND CABRIO WASHERS; MODEL NUMBERS: MTW6300T, MTW6500T, MTW6600T, WTW6200S, WTW6300S, WTW6400S, WTW6600S SERIAL CODE RANGE: PRIOR TO CU13 The electronic control displays an F51 code.	5/07

REFRIGERATION

<u>BRAND & ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
Maytag R8178625	Bottom Mount Freezers with Plastic Handles; Maytag Models: MFB2262HE*1, MFB2562HE*1, MFC2061HE*1, MFC2061KE*0, MFC2061HE*1, MFD2561HE*2, MFF2557HE*1, MBB1956HE*2, MBF1956KE*0, MBF2255KE*0, MBF2256KE*0, MBF2556KE*0, MB2216PUA*0, MFI2266AE*0, MFI2568AE*0 Amana Models: ABB1922FE*0, ABB1927DE*2, ABB2222FE*0, ABB2227DE*2, ABB2522FE*0, ABB2527DE*2, ABC2037DE*2, ABD2233DE*2, ADB2533DE*2, AB2526PEK*1, AFB2534DE*1, AFB2535DE*1, G32026PEL*1, G32027WEK*0, G320526PEK*1, G32026PEK*1, G32526PEK*1, AFI 2237AE*0, AFI2538AE*0 * This will be the letter designating refrigerator color. The freezer handle falls off or becomes very loose.	1/07
Maytag R8178669	International Product 230 Volt 50 Hertz Side by Side Refrigerators; Models: AS2625PEKB, GS2624PEKW, GS2625GEKB, GS2625GEKS, GS2625GEKW, GS2325GEKB, GS2325GEKW, AS2324GEKB, AS2324GEKW, AS2626GEKB, AS2626GEKS, AS2626GEKW, AC2224PEKB, AC2224PEKW, AC2224GEKB, AC2224GEKS, AC2224GEKW, GC2225PEKW, GC2225PEKB, GC2225PEKS, GC2224GEKW, AC2225GEKB, AC2225GEKS, AC2225GEKW, GC2225GEKS, GC2225GEKB, GC2225GEKW, JC2225GEKB, GC2225GEK9, GC2225GEK3, GC2223GEKW, GC2227HEKW, GC2227HEK5, GC2227HEK9, GC2227HEK3, AS2628HEKB, JS2628HEKB, RS4951000W, RS4953000W, AS2325GEKW, GC2224GEKB, GC2225GEK5, GC2223GEKB, AC2228HEKB, AC2228HEKS, AC2228HEKW, GC2227GEKS, GC2227GEKB, GC2227GEKW, GC2625GEKB, GC2227HEKB, GC2227HEKW, GC2227HEKS Food in the refrigerator section freezes.	5/07
Whirlpool R817866	General Ordering Information: Replacement SxS freezer door does not close properly. A belief that parts are missing from replacement freezer or refrigerator door kits.	6/07



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